

Filing a Complaint with Food Service

Heber Springs Food Service is committed to affording every customer, employee, and applicant for employment fair and equitable treatment without regard to race, color, national origin, sex, disability, and age. Food Service will inform applicants, participants, and potentially eligible persons of program availability, rights and responsibilities, policy of nondiscrimination and the procedure for filing a complaint.

1. Contact the Food Service Director, Pam Tamburo at (501) 362-6712, option 5 if you have any questions or concerns about any aspect of the Food Service operation.
2. Heber Springs School District Hearing Official, Dr. Alan Stauffacher is available and will conduct a fair and unbiased proceeding if a complaint or appeal should occur concerning a Food Service matter. A convenient date and time will be announced. The person making the appeal and the Food Service Director have right to legal counsel. Both sides are allowed to speak without interruption. A decision will be made according to the documents provided. The decision will be in writing to both parties. All hard copies are kept for 5 years.
3. If the person making the complaint is not satisfied with the results, they may ask to be put on the Heber Springs School Board agenda to speak to the board asking for their vote on the situation.
4. If the person making the appeal is again not satisfied and the appeal has anything to do with discrimination, they take further action by filling out a USDA Program Discrimination Complaint form. Following directions on the complaint form, they make an appeal to USDA.