

Procedure for Handling Discrimination Complaints

POLICY

All cafeterias will display the updated nondiscrimination poster in a prominent location for public viewing in the serving area and have the discrimination complaint form readily available.

PROCEDURE

1. The cafeteria manager or unit supervisor will listen to the complaint(s) or concern(s), try to answer questions, and provide them with a complaint form.
2. Explain that the form contains instructions on how they (complainant) can file the complaint themselves or provide to the cafeteria manager for submission.
3. If cafeteria manager receives a complaint form, it will be forwarded to the

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. fax:
(833) 256-1665 or (202) 690-7442; or
3. email:
Program.Intake@usda.gov

This institution is an equal opportunity provider.

The F&N Complaint form is provided for persons wishing to file a complaint with Food and Nutrition (F&N) at the Texas Department of Agriculture. This form may be downloaded at <http://www.squaremeals.org>.

For assistance with the complaint process, please call 1-877-TEX-MEAL (877-839-6325).

- x Check if Anonymous – Check if Anonymous and skip to Number 2.

 - x First Name – Enter first name
 - x Last Name – Enter last name
 - x Mailing Address – Enter street or mailing address
 - x City State Zip Code – Enter city, state and zip code
 - x Telephone Number – Enter best telephone number
 - x Email Address – Enter best email address

 - x CE ID (if applicable) – If known - enter the contracting entity identification number assigned by TX-UNPS.
 - x Name and address of contracting entity (CE) delivering service or benefit (if applicable) – Enter the name and address of the CE.
 - x If the complaint is against an individual, enter the name and contact information – If the complaint is about a TDA employee, enter the name, if known.
 - x Complaint against individual
 - x Relationship to CE or individual – Enter the type of relationship you have with the contracting entity or individual (e.g., customer, employee or co-worker).
 - x Describe complaint in detail – Provide relevant details including names, dates, times and specific allegations. Please include documentation to support any allegations. Attach additional sheets of paper if more space is needed.
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x First Name



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