

## **ISD #777 Civil Rights Complaint Procedure**

If a participant has a civil rights complaint in regard to their participation in the MAS School Nutrition Program, they are advised to send the complaint to:

*USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250- 9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).*

The Food Service Director, Kitchen Supervisor, Superintendent or School Principal will discuss the civil rights issue with the person who has filed the complaint in an effort to resolve the problem at the lowest level as expeditiously as possible. Whether or not the issue is resolved at the school level confidentially, the person alleging discrimination must be told that they have a right to file a complaint within 180 days of the discriminatory action.

If the complaint is verbal and the person alleging discrimination is not inclined to put the allegation in writing, the person to whom the complaint was made must write up the complaint on behalf of the complainant. The complaint write-up should be kept on file for 180 days from the dates of the alleged discriminatory action in the District Office.