

Twiggs County School Nutrition Civil Rights Complaint Procedure

1. Notify the manager who will give the complainant a USDA Program Complaint Form. All information needed (i.e., address, phone number) is on this form.
2. Notify your building administrator so the complaint may be recorded in the Discrimination Log Form. The log is to be completed for all complaints received.
3. Twiggs County school nutrition will receive civil rights complaints in written or verbal form. Persons wishing to make a written complaint will be provided the USDA Complaint form. A complaint may also be directed to the USDA on-line complaint form. If verbal complaint is made, the staff member receiving the verbal allegation will transcribe the complaint onto the USDA complaint form.
4. USDA Civil Rights Complaints forms will be available in every school cafeteria and the Twiggs County Directors office.
5. The "And Justice for All" poster will be visible to customers in the cafeteria and at other points of service (such as classroom/mobile route) when students do not come into the cafeteria.
6. Complaints will be forwarded as they were written or described within 5 days of receipt to the Food Nutrition Service, Regional Civil Rights Director or the USDA Office of Assistant Secretary for Civil Rights.
7. A copy of the complaint will be sent to the Georgia Department of Education School Nutrition Program Area Consultant.
8. Twiggs County school nutrition will cooperate in the resolution of the complaint as directed by FNS, CRD and/or GaDOE SNP.
9. A copy of any correspondence regarding the complaint will be maintained for at least five (5) years after the date the complaint closed.
10. A confidential record of civil rights complaints will be kept separate from program complaints. The Civil Rights Complaint Log will record the following:
 - a. Complainant name
 - b. Contact information
 - c. Nature of complaint
 - d. Location
 - e. Verbal or written complaint
 - f. Date of the alleged discrimination
 - g. Name of the individuals(s) and organizations(s) alleged to have engaged in discrimination
 - h. Date of referral to the FNS/CRD
 - i. Findings of any investigation by the FNS
 - j. Description of the final disposition of the complaint and corrective action planned or taken

11. All Twiggs County school nutrition staff will receive annual training about how to handle civil rights complaints. This is in addition to the required Civil Rights training outlined in the Free and Reduced-Price Policy.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov

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