



Civil Rights Compliant Procedures for School Nutrition Programs

Do & Be Academy of Excellence

This document provides a process for school food authorities (SFAs) to follow for handling civil rights complaints. SFAs must insert the required information in the red text to customize the template with district/SFA specific information.

Do & Be Academy of Excellence is a sponsor of the U.S. Department of Agriculture (USDA) Food and Nutrition Services (FNS) Child Nutrition Programs, including the: **National School Lunch Program (NSLP)**, **School Breakfast Program (SBP)**, **Afterschool Snack Service (NSLP Snack)**. The **Do & Be Academy of Excellence** provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights laws and USDA policy, as governed by FNS Instruction 113-1. 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, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation from prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs).

Program participants who feel they have been discriminated against while participating in the Child Nutrition Programs, including during the serving of meals, will be instructed to contact **Aquaya Cole, Director of School Operations** from the school at (702) 420-1519 for procedures to voice their complaint. All complaints alleging discrimination on the basis listed in the paragraph above, either written or verbal, must be processed within the established time frames.

Right to File

Any person or representative alleging discrimination based on a prohibited basis has a right to file a complaint within 180 days of the alleged discriminatory action. Only the Secretary of Agriculture may extend this time under special circumstances. The complainant must be advised of confidentiality and Privacy Act applications. The Operations Manager will not attempt to resolve the complaint themselves, without first providing the complainant with information on how they can file a complaint.

Forms

The insert title of contact person listed above will provide all persons wishing to file a complaint, instructions on where to obtain the USDA Program Discrimination Complaint Form online or where they can obtain a hard copy. However, use of this form will not be a prerequisite for acceptance of the complaint.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

Filing a complaint

The [Director of School Operations](#) will provide instructions to the complainant on where to forward the completed USDA Program Discrimination Complaint Form by:

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

Verbal complaints

In the event a complainant wishes to make the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the [Director of School Operations](#) above will write up the elements of the complaint for the complainant utilizing the USDA Program Discrimination Complaint Form.

Acceptance of written or verbal

All complaints received by insert title of contact person listed above, written or verbal, will be forwarded to the U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights (OCR) within 5 calendar days of receipt of the complaint. Anonymous complaints will be handled as any other complaints, to the extent feasible, based on available information. Complaints will be forwarded to OCR via:

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

[Do & Be Academy of Excellence](#) will:

Maintain a copy of any correspondence regarding the complaint for at least four years after the date the complaint is closed;

Make its employees available to the FNS Civil Rights Director (CRD) to be interviewed as necessary during investigations;

Provide necessary documents as requested by the FNS CRD or the Nevada Department of Agriculture (NDA) within the timeframes established by FNS guidance;

Participate in attempts to resolve the complaint

State Agency notification

If [Director of School Operations](#) above is notified that a program participant has filed a Civil Rights complaint or they have filed a complaint on behalf of a program participant, they will notify the School Nutrition team at the NDA. The [Director of School Operations](#) will provide information as requested by the NDA during the OCR investigation of the complaint.

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, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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 State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) 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, Mail Stop 9410, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

This instruction is an equal opportunity provider