

BIG SPRING ISD

Policy Procedure for Handling Complaints of Discrimination:

All serving sites will display the most current version of the “And Justice for All” nondiscrimination poster in a prominent location for public viewing. Procedures: Any person alleging discrimination based on race, color, national origin, sex, age, or disability has a right to file a complaint with TDA or USDA. All complaints received by the SFA, will be documented on the complaint form, notating the manner of how the complaint was made (verbally, in writing, or in person) and forwarded to the Texas Department of Agriculture by the Child Nutrition Director or Superintendent. BIG SPRING ISD’s Child Nutrition Director or Superintendent will assist any person with a complaint by providing them with the discrimination complaint form, which also includes the information on how to file a complaint with USDA. The form will need completed by the complainant, or for assistance. The Child Nutrition Director or Superintendent will help with this step, and notate on the form, Form completed by someone other than the complainant. BIG SPRING ISD’s Child Nutrition Director or Superintendent will forward the completed form to the Food and Nutrition Division of the Texas Department of Agriculture at: Food and Nutrition Division Texas Department of Agriculture P.O. Box 12847 Austin, TX 78711 The Texas Department of Agriculture will forward the information to the US Department of Agriculture

*Assistance available in English and Spanish. Please call **877-TEX-MEAL (877-839-6325)** for help.*

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, audiotope, 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