

# Paducah ISD

## Program Year 2020-2021

### Policy for Handling Complaints of Discrimination

#### Policy:

All cafeterias will display the updated nondiscrimination poster in a prominent location for public viewing in the service area(s).

#### Procedures:

Any person alleging discrimination based on race, color, national origin, sex, age, or disability has a right to file a complaint. All complaints, written or verbal, shall be accepted.

#### **SFA procedure will be as follows:**

- The cafeteria manager or unit supervisor (or any SFA administrative staff) will:
  1. Listen to any parent/guardian complaint or concern, try to answer questions, and provide them with the discrimination complaint form that either the parent will complete or SFA staff will complete based on verbal complaint.
  2. The completed form will be forwarded to the Superintendent (SFA administrator).
- The SFA administrator will forward the discrimination complaint 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, Texas 78711
- Texas Department of Agriculture will forward the information to US Department of Agriculture.

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, sex, 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](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](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.