



SCHOOL NUTRITION PROGRAM

RANDOLPH COUNTY SCHOOL DISTRICT

Standard Operating Procedure

Classification: CEP (All students eat at no cost)

Subject: Civil Rights Compliance

Complaint Procedures

1. A complaint is defined “as a verbal or written allegation of discrimination which indicated that any National School Lunch Program (NSLP) or National Breakfast Program (NBP) is administrated or operated in such a manner that it results in disparity of treatment, benefits or services being provided to a child or group of children because of their race, color, national origin, sex, age or disability.”
2. All complaints, either written or verbal, alleging discrimination on the basis of race, color, national origin, sex, age or disability, including anonymous ones, which are filed at the school level must be forwarded to the Randolph County Schools’ Nutrition Office the day of the complaint. A written complaint should be forwarded as received; if complaint is verbal, the Civil Rights Complaint Form should be completed and mailed.
3. Verbal complaints should be written up by the person to whom the complaint is made. Every effort should be made to have the complainant provide the information on the attached form.

In accordance with Federal Civil Rights Law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the 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.

Person with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, 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-3037) 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 please call (866) 632-992, and submit your completed form or letter to USDA by:

(1) Mail: U. S. Department of Agriculture
Office of Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442; or

(3) Email: intake@usda.gov.