

## HOW TO FILE A COMPLAINT

**1. LOCAL- To file a program complaint of discrimination locally:**

The household member would complete a Complaint form and submit the completed form to Groveton ISD Child Nutrition department by email to [debbie\\_wilson@grovetonisd.net](mailto:debbie_wilson@grovetonisd.net) or in person or by mail at PO Box 728, Groveton, TX 75845. All Food Service complaints via verbal statement, written statement, or stated in person must be accepted by Child Nutrition personnel and will be forwarded to the Texas Department of Agriculture.

**2. STATE – To file a program complaint of discrimination to the Texas Department of Agriculture:**

The household member would complete the Complaint form and submit the completed form to the Texas Department of agriculture by the following:

Mail: F&N Headquarters

Texas Department of Agriculture, Food and Nutrition

PO Box 12847

Austin, Texas 78711

Fax: (888)203-6593

**3. FEDERAL – To file a program complaint of discrimination, complete the USDA Program Complaint Form (AD-3027) or a letter must be submitted to USDA by the following:**

Mail:

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Right

1400 Independence Avenue

SW, Washington, D.C. 20250-9410

Fax: (202)690-7442 or

Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

Groveton ISD Child Nutrition personnel taking the complaint, must accept the complaint either verbally, in writing, or in person. Personnel is required to note on the complaint form the name of the person receiving the complaint and if the person receiving the complaint transcribed the complaint or if the complainant filled out the form themselves.

Documentation will demonstrate that Groveton ISD will not attempt to resolve the complaints without forwarding the complaint to the Texas Department of Agriculture. Groveton ISD will initiate the resolution of the complaint while waiting for a response from

**the Texas Department of Agriculture. Documentation of what was done to resolve the complaint will be kept on file in the Child Nutrition Department.**

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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; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.