**Civil Rights Complaint Procedures for Food Nutrition Services**

**Albert Gallatin Area School District**

**2625 Morgantown Road**

**Uniontown, PA 15401**

**Introduction**

Complaint procedures must be in accordance with Federal civil rights laws and the U. S. Department of Agriculture as it relates to Food Nutrition Services.

The non-discrimination statement is included on all lunch eligibility notification documents that are provided to parents and includes information to them about the complaint procedure. Following is a copy of this statement:

***Non-Discrimination Statement****: This explains what to do if you believe you have been treated unfairly. 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 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) E-mail:* [*program.intake@usda.gov*](mailto:program.intake@usda.gov)*.*

**Local Complaint Procedures**

1. ***Referral* –** Complaints against the Albert Gallatin Area School District will be received in writing by Superintendent or their designated administrator.
2. The school district may offer to meet with the parent to discuss and possibly resolve the matter at the local level. If the complainant does not wish to discuss the matter further at the local level, the administrator will once again review the complaint filing procedures with the parent.
3. The administrator will then document the complaint and any actions taken in a Civil Rights complaint log.
4. The school district will then notify the State agency of any discussions held at the local level.
5. If the complainant is willing to try to resolve the issue with the school district and a satisfactory resolution is achieved, the complainant should still be reminded of their right to file at the Federal level, if necessary. The State agency should be notified of this resolution and is should be logged in the Civil Rights complaint log.

**Documentation**

The district documentation should include the following information regardless if the complaint is handled locally or at the Federal level.

* Date Complaint Received
* Complainant’s name, address, email and telephone number.
* Allegation of Discrimination/Issue
* Date of Alleged Discriminatory Action

The school district **must forward** the information **within 5 days of receipt of the complaint** to the State agency.

The State agency then forwards the complaint information **within 5 days of receipt of the complaint** from the sponsor, the FNS regional office.

The FNS team then conducts a complaint review and investigation, which includes contact the complainant, State agency, sponsor, etc.

**Additional Information**

Complainants must file within 180 days of the alleged action.

Confidentiality must be maintained.

USDA Complaint forms can be accessed from the following links:

English version: <http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf>

Spanish version:

<http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf>

**Filing a Complaint**

Complaints should be indicated as such on the outside of the envelope and should be addressed as follows:

Albert Gallatin Area School District

Superintendent

Albert Gallatin Area School District

2626 Morgantown Road

Uniontown, PA 15401

Albert Gallatin Area School District

Food Nutrition Department

2625 Morgantown Road

Uniontown, PA 15401

Mailing address of the USDA:

U. S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, DC 20250-9410