



Procedures for Receiving & Processing Child Nutrition Program Civil Rights Complaints

A complainant may at any time avail themselves of their right to file a complaint via the School Nutrition Programs Civil Rights Procedure.

An allegation will be determined to be a Civil Rights complaint in the Child Nutrition Program if it is alleged that the program is administered or operated in a manner that results in disparate treatment of services being provided to persons or groups of persons because of their protected class.

The only protected classes for filing a discrimination complaint against a Child Nutrition Program are:

- Race, Age, Color, Sex, National Origin, or Disability

Any person who believes they have been discriminated against based on protected classes has the right to file a complaint **within 180 days of the alleged discriminatory action**.

A Civil Rights complaint may be verbal, written, or observed. A complaint may also be anonymous and will be handled the same as any other complaint, as long as sufficient information is provided to proceed with an investigation. Any individual, including a person's duly authorized representative or an interested third party, public agency, or organization, may file a complaint. If the complaint is verbal and the person alleging discrimination is not inclined to put the allegation in writing, the Civil Rights Coordinator will obtain all pertinent information and developing a written complaint on behalf of the complainant.

St. Louis Public Schools School Nutrition Program Civil Rights Coordinator:
Director of Food & Nutrition Services (314) 345-4519

All Civil Rights Complaints, whether verbal or written, will be documented in a Civil Rights Complaint Log maintained by St. Louis Public Schools. The Civil Rights Coordinator will attempt to collect the following information for insertion into the complaint log:

- The name, address, and telephone number or other means of contacting the complainant.
- The specific location and name of the entity delivering benefits.
- The nature of the complaint or action that lead to the charges being filed.

If the nature of the complaint appears discriminatory, the Civil Rights Coordinator will attempt to collect the following information:

- The basis on which the complainant feels the discrimination occurred. In order to be considered a Child Nutrition Civil Rights complaint, the complainant must feel discriminated against based on one or more of the protected classes.
- The names, titles, and addresses, if known, of persons who may have knowledge of the discriminatory action or situation.
- The dates that the alleged discrimination occurred, or the duration of such action.



All complainants will be given a Civil Rights Complaint Form and/or the Civil Rights Coordinator will complete the complaint form with the complainant. The complainant may choose to mail the Civil Rights Complaint Form or return to the LEA's Civil Rights Coordinator, who will then forward to the Child Nutrition Programs, Food And Nutrition Services Coordinator in Jefferson City or the USDA, Director, Office of Civil Rights in Washington D.C. The complaint form will be forwarded within 3 working days to:

Food and Nutrition Services
Attn: Coordinator
205 Jefferson Street
Jefferson City, Missouri 65101
573-751-3526

Or

USDA, Director, Office of Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
800-795-3272 or 202-720-6382 (TTY)
Fax 202-690-7442
E-mail program.intake@usda.gov

If the complainant does not wish to provide information to the SLPS Civil Rights Coordinator, they may file a complaint directly with the Department of Elementary and Secondary Education, Food and Nutrition Services in Jefferson City, or the USDA, Director, Office of Civil Rights in Washington D.C., at the contact information above.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

Persons wishing to file a Civil Rights program complaint of discrimination may complete the USDA Program Discrimination Complaint Form:

Found online at http://www.ascr.usda.gov/complaint_filing_cust.html,

By calling (866) 632-9992, or

Available on request from the Civil Rights Coordinator.

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