

## **Food Service**

### **Procedure for processing civil rights complaints:**

Complaints and requests shall be received initially by the Food Service Director, who shall discuss this with the complainant, who shall be identified. Complainants contact information shall be taken. All complaints shall be accepted, verbally and in writing by the Food Service Director. Transcribing a complaint shall include collecting relevant information regarding the complaint.

The Food Service Director shall report this matter to the Director of Business Affairs and the Director of Human Resources. The Food Service Director shall discuss with the complainant of their right to file a complaint, how to file a complaint, and the complaint procedures.

All allegations/complaints must be submitted to the contact information on the Nondiscrimination Statement and Complaint Procedures.

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