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## CIVIL RIGHTS COMPLAINT PROCEDURE MINIMUM REQUIREMENTS

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The following topic areas must be included in a school food authority's (SFA) civil rights complaint procedure for USDA School Meals Programs and include, at a minimum, the supporting information listed under each topic. The civil rights complaint procedure is not required to be written into the district's board policy; it can be a separate policy used by the SFA and district.

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### ACCEPTING A COMPLAINT

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- Contact for whom civil rights complaints will be directed to at the district level
- Dr. Suzanne Rice, 100 North Main Street, Suffolk, VA, 23434, 757-925-6750 and at [suzannerice@spsk12.net](mailto:suzannerice@spsk12.net).
- Language stating that complaints can be received verbally, in writing or anonymously and within 180 days of the alleged discriminatory action

*Note: If a complaint form is used, ensure that the form is not a prerequisite for accepting a complaint*

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### TRANSCRIBING A COMPLAINT

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- Language stating that the complaint will be processed within 90 days
- Obtain the following information (verbally, in writing or anonymously):
- Name, address, and telephone number of the complainant
- The nature of the incident or action that led the complainant to feel discrimination was a factor
- The basis on which the complainant believes discrimination exists
- The names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action
- The date(s) during which the alleged discriminatory action occurred

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](http://www.ascr.usda.gov/complaint_filing_cust.html), (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).

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**SUFFOLK  
PUBLIC SCHOOLS**

**FORWARDING A COMPLAINT**

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Indicate the agency you will forward complaints to (choose one):

VDOE Office of School Nutrition  
Programs  
PO BOX 2120  
Richmond, VA 23218-2120

USDA Mid-Atlantic Regional Office  
Mercer Corporate Park  
300 Corporate Boulevard  
Robbinsville, NJ 08691-1518

USDA Office of Civil Rights  
1400 Independence Ave, SW,  
Washington, DC 20250-9410

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