

Brazos ISD Discrimination Complaint Procedure

The Brazos ISD Child Nutrition Department is committed to serving students, staff and administrators with respect and without discrimination. The Child Nutrition team attends annual civil rights training in efforts to serve all customers with excellent customer service. If a customer of the Child Nutrition Department believes they have been discriminated based on race, color, national origin, sex (including gender identity and sexual orientation), age or disability, there are three ways a household may make a program complaint of discrimination. All complaints may be given via verbal statement, written statement, or stated in person and are encouraged to file a discrimination complaint for to one of the following:

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

The household member would complete a **Brazos ISD Program Discrimination Complaint Form** and submit the completed form to Brazos ISD Child Nutrition Department by email smoseley@brazosisd.net or in person or mail at P. O. Box 879, Wallis, TX 77485. All Food Service complaints alleging discrimination based on race, color, national origin, sex, age, or disability 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 **Texas Department of Agriculture Discrimination Complaint Form** and submit the completed form to the Texas Department of Agriculture via the following:

Mail: F & N Headquarters
Texas Department of Agriculture, Food and Nutrition
P. O. Box 12847
Austin, TX 78711
Fax: (888) 237-5226
Phone: (877)-839-6325

3. FEDERAL - To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at: How to File a Complaint, 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:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue
SW, Washington, D.C. 20250-9410
Fax: (202) 690-7442; or
Email: program.intake@usda.gov.

Brazos 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 himself or herself.

Documentation will demonstrate that Brazos ISD will not attempt to resolve complaints without forwarding the complaint to the Texas Department of Agriculture. Brazos ISD will initiate 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.

This institution is an equal opportunity provider