



SFA Civil Rights Complaint Procedure

The following template will assist School Food Authorities (SFA) in developing a civil rights procedure to follow for receiving and handling civil rights complaints. SFA must insert their specific information in the gray highlighted sections to customize the template.

School Nutrition Civil Rights Process for Maplewood Career Center

Maplewood Career Center is a sponsor of the U.S. Department of Agriculture (USDA) Food Nutrition Services Child Nutrition Programs. Maplewood Career Center provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights law and USDA policy as governed by FNS Instruction 113-1. The USDA, its Agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, gender, age, and disability.

Program participants who would like to make a complaint regarding Child Nutrition Programs should contact Food Service Director, Joe Hinton at 330-296-2892, hintonjo@mwood.cc. All complaints must be submitted within 180 days of the incident for which the complaint is alleged. Food Service Director, Joe Hinton will not attempt to resolve the claim without first providing the claimant information on how to file a complaint. Food Service Director, Joe Hinton will provide the complainant with instructions on where to obtain the USDA Program Discrimination Complaint Form online and offer a hard copy of the form as an alternative.

Food Service Director, Joe Hinton will provide instructions to the complainant on where to forward the completed USDA Program Discrimination Complaint Form by any of the following methods:

1. Mail: U.S. Department of Agriculture,
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave. SW
Washington, D.C. 20250-9410
2. Fax: (833) 256-1665 or (202) 690-7442
3. Email: program.intake@usda.gov

A complainant may choose to not complete a form and instead submit the complaint verbally or in person. Food Service Director, Joe Hinton will write the elements of the complaint for the complainant, utilizing the USDA Program Discrimination Complaint Form.

All complaints, written, verbal or anonymous, received by Food Service Director, Joe Hinton will be forwarded to the USDA, Office of the Assistant Secretary for Civil Rights, within five calendar days. The Maplewood Career Center will:

- Log all complaints and maintain all documentation for *four years after the complaint is closed*;
- Indicate whether the complaint is received verbally, in writing, anonymous, or in person;
- Make its employees available for interviews as necessary during investigations;
- Provide documents upon request during the investigation;
- Participate in attempts to resolve the complaint;
- Notify the Ohio Department of Education and Workforce of all complaints by contacting their Education Program Specialist.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

This institution is an equal opportunity provider.





To: Child Nutrition Program Sponsors
From: Brigette Hires, Administrator, Office of Nutrition
Date: April 3, 2019, Revised September 21, 2020, Revised October 4, 2024
Re: Filing a Civil Rights Complaint

Purpose

To outline the policy and process for filing civil rights complaints in a U.S. Department of Agriculture (USDA) sponsored child nutrition program.

The Ohio Department of Education and Workforce (the Department), as the state agency, abides by all civil rights rules and regulations set forth by the USDA regarding child nutrition programs.

Discrimination is defined as different treatment that makes a distinction of one person or group of persons from others; either intentionally, by neglect, or by the actions or lack of actions from a program ([FNS Instruction 113-1](#)). The USDA prohibits discrimination on the basis of race, color, national origin, age, sex (including gender identity and sexual orientation), disability, and reprisal or retaliation for prior civil rights activity.

Policy

If a participant in a child nutrition program has a complaint regarding a possible civil rights violation, the sponsor should contact the Department's [Office of Nutrition](#) or the [Department's Title IX](#) designated individual to log the complaint.

Complaints may be made by phone or email. The complainant should provide the following information:

- Name, address and phone number of complainant
- Name and address of agency/individual complainant is regarding, including the IRN number and corresponding child nutrition program
- Protective class(es) involved in the complaint
- Facts regarding the complaint
- Person taking the complaint

The complainant may remain anonymous if desired.

The Department will send the complaint to the USDA Food and Nutrition Service (FNS) Midwest Regional Office (MWRO) within five days of receipt. The FNS MWRO will follow up and conduct further investigation into the complaint.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.