



Edgewood Independent School District
Child Nutrition Department
131 Guthrie San Antonio, TX 78237
210-898-4037
Roxanne.ruiz@eisd.net

Policy for Handling Discrimination Complaints

Policy: All EISD cafeterias will display an updated nondiscrimination poster in an easily accessible location for public viewing and readily available complaint forms with instructions and direct link to the complaint electronic form near the serving area and include Non-discrimination statement on all applicable materials for media release.

Procedures: The cafeteria manager or unit supervisor will:

1. Listen to parent, keep all information shared confidential, and provide them with a discrimination complaint and instruction form to be completed by complainant.
2. The completed form will be forwarded to the district Child Nutrition Director including the following information:

- Method to indicate how the complaint was made: verbally, in writing, or in person.
- Method to indicate the name of the person receiving the complaint and if the person receiving the complaint transcribed the complaint.
- Adequate documentation to demonstrate that the CE did not attempt to resolve the complaint without forwarding the complaint to TDA.

Procedures: The Child Nutrition Director will:

1. Forward the discrimination complaint form to TDA via email and copy the Superintendent of Schools

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.

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:

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Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or*

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This institution is an equal opportunity provider.