



## Child Nutrition Programs Complaint Policy

### For civil rights complaints:

Any person has the right to file a discrimination complaint.

- The verbal or written complaint must contain:
  - Contact information (name, address, telephone number, and email address (if you have one)). The name, address, telephone number, and email address of your attorney or authorized representative, if you are represented.
  - The basis of the complaint. The basis is what you believe was the motivating factor for the discrimination. For example, you may believe you were treated differently because of your race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
  - The date(s) and location(s) that the incident(s) you are reporting as discrimination occurred. Please note that we cannot accept a complaint about an incident that took place more than 180 days prior to the filing of the complaint. If the discrimination occurred more than 180 days prior to filing your complaint, you may request a waiver of the filing requirement. The name of the individual(s) or entity you believe discriminated against you and the agency or recipient that employs that/those individual(s).
  - The issue(s) of the complaint. The issue is a description of what happened, or the action that was taken by the individual(s) or agency that discriminated against you, resulting in some harm. Explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please include how other persons were treated differently from you, if applicable. If you were denied a benefit or service, please provide a copy of the denial letter. If you have documents to support the events you are reporting, provide a copy of the supporting documents.
  - How you would like to see this complaint resolved.
- If a complaint of discrimination is received, the person alleging the complaint must be provided with the nondiscrimination statement and a copy of the procedure for complaints of discrimination.
- The complaint shall be accepted whether written or verbal, related to the Child Nutrition Programs that are filed within 180 days of alleged discrimination.
- All anonymous complaints shall be handled in the same manner as other complaints.
- Document all potential complaints in a Civil Rights Complaint Log and keep the complaint log and forms in a central location.

- Complaints should be forwarded promptly to the Secretary of Agriculture.
- The complaint will be recorded in the State Agency's Civil Rights Complaint Log and then forwarded on to USDA for investigation.

A complaint can be sent to the following:

Ms. Melissa Conner, Senior Deputy Associate Superintendent  
Arizona Department of Education, Health and Nutrition Division  
1535 West Jefferson Avenue, Bin #7  
Phoenix, AZ 85007

A person may also file a program discrimination complaint directly with USDA. To file a program complaint of discrimination with USDA, a person must complete [USDA Program Discrimination Complaint Form](#). The complainant or his or her authorized representative must sign the complaint form. The complainant is not required to use the complaint form. The complainant may write a letter instead. If the complainant's writes a letter, it must contain all of the information requested in the form and be signed by the complainant or his or her authorized representative. Incomplete information will delay the processing of the complaint. Employment civil rights complaints will not be accepted through this email address.

Program information is available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact (1) the responsible State or local Agency that administers the program or (2) USDA's TARGET Center at (202) 720-2600 (voice and TTY) or (3) TTY-Based Telecommunications Relay Service by dialing 711 on our website. The complainant needs to send the completed complaint form or letter to the USDA via mail, fax, or email.

#### **Mail**

U.S. Department of Agriculture  
Director, Center for Civil Rights Enforcement  
1400 Independence Avenue, SW  
Washington, DC 20250-9410

#### **Fax**

(202) 690-7442

#### **E-mail**

[program.intake@usda.gov](mailto:program.intake@usda.gov)

Complainants also may pursue available civil law remedies, including, but not limited to, injunctions, restraining orders, or other orders in federal or state courts. Further information about such remedies may be available through public or private interest attorneys.

#### **For other complaints:**

A person who has other types of complaints concerning Arizona Charter Academy's Child Nutrition Programs should first bring the matter to the site coordinator. If the outcome is not satisfactory, a conference with the CEO can be requested within five calendar days. If the outcome of this conference is not satisfactory, the person may file a written, signed complaint with the CEO within 15 calendar days who will investigate the complaint and render a decision. If the complainant is dissatisfied with the

decision of the CEO, he/she may appeal to the Board in care of the CEO within ten calendar days following receipt of the CEO's decision. The CEO will provide the complainant with necessary Board appeal procedures.

If the complainant is dissatisfied with the decision of the Board, he/she may file a complaint with the Arizona Department of Education, 1535 West Jefferson Street, Bin # 7, Phoenix, AZ 85007.