



NSLP Program 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, phone number) Location of incident Nature of incident Basis for alleged discrimination Names, titles, and business addresses of persons who may have knowledge of the discriminatory action Date(s) during which the alleged actions occurred
- Complaint must be filed within 180 days from the alleged act of discrimination
- 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.
- 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 State Agency Civil Rights Coordinator.
- The complaint will be recorded in the State Agency's Civil Rights Complaint Log and then forwarded on to USDA for investigation.

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.

Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.), should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

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

Fax

(202) 690-7442

E-mail

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 NSLP Program should first bring the matter to the site coordinator. If the outcome is not satisfactory, a conference with the COO 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 COO within 15 calendar days who will investigate the complaint and render a decision. If the complainant is dissatisfied with the decision of the COO, he/she may appeal to the Board in care of the COO within ten calendar days following receipt of the COO's decision. The COO 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.