

Magnolia ISD Complaint Procedure

The Magnolia ISD Child Nutrition Staff is committed to serving students, staff and administrators with respect and without discrimination. The Child Nutrition Staff attends annual civil rights training in efforts to serve all customers with excellent customer service. If a customer of the Child Nutrition Staff believes they have been discriminated based on race, color, national origin, sex, age or disability, there are several ways a household may make a program complaint of discrimination. All complaints may be given via verbally, written, or stated in person and are encouraged to file a discrimination complaint to one of the following:

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

The household member would complete a **MISD Local Complaint Form** and submit the completed form to Magnolia ISD Child Nutrition Department by email to kohlendorf@magnoliaisd.org or in person or mail at 110 Magnolia Blvd Magnolia, TX 77355. 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**.

Magnolia 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 themselves.

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

MISD Local Complaint Form

To file a complaint, complete this form and submit it to Magnolia ISD Child Nutrition Director at 110 Magnolia Blvd Magnolia, TX 77355 or via email at kohlendorf@magnoliaisd.org. All complaints alleging discrimination based on race, color, national origin, sex, age or disability in verbal statements, written statements or stated in person, are automatically forwarded to the Texas Department of Agriculture.

Check if you'd like to remain anonymous

1. Contact Information for Person Submitting the Complaint

(Please record your name, address, telephone number, and additional contact information in the spaces below.)

First Name	Middle Initial	Last Name
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Address	City, State, and Zip Code	Best Telephone Number for You
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Are there other ways we can contact you? *(If yes, list them in the box. Other ways might include an email address or a different telephone number.)*

2. Reason for the Complaint

(Provide information about the complaint with as much detail as possible for questions (A-E). Attach additional paper if more space is needed.)

A. What is the name and address of the entity you are filing the complaint about?

B. If this complaint is against an individual, enter the person (or persons) name and contact information in this box. If the complaint is not against an individual, record a check in the box in front of N/A.

N/A – This complaint is not against an individual.

C. Describe the complaint with as much detail as possible, including the date and time incident occurred. If you have any relevant documentation that supports the complaint or alleged violation, attach that documentation to this form.

D. If there are other people who have knowledge about this event, please provide their names, titles, and address/contact information. (Attach additional sheets if you need more space.)		
Name	Title	Address/Contact Information

E. What is the basis or the type of discrimination you feel occurred? *If the complaint is not based on discrimination, record a check in the box in front of N/A.*

N/A—This complaint is not based on discrimination.

(Check the boxes that apply.)

Race Sex

Color Age

National Origin Disability

Signature of Complainant

	Date:
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-----This Space to Be Completed by Person Receiving the Complaint -----	
Name of Person Receiving Complaint:	<input type="checkbox"/> Complaint was translated (Check this box if this complaint from was completed by a person other than the complainant)
Staff Person Assigned to Address Complaint:	Date Forwarded to the Texas Department of Agriculture:
How Was Complaint Made:	
<input type="checkbox"/> In Person <input type="checkbox"/> Verbally <input type="checkbox"/> Written	

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, audiotope, 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
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Magnolia ISD Internal Complaint Procedures for Staff

1. All cafeterias will display the updated nondiscrimination poster in a prominent location for public viewing in the service area.

2. All staff members must know how to receive a civil rights complaint:
 - a. If a participant wishes to file a complaint, the director, manager, or supervisor will listen to the complaint or concerns, try to answer questions, and provide them with a discrimination complaint form to be completed.
 - b. Participants must be permitted to file a verbal complaint if they choose. CN staff will document the claim ensuring they receive all information that is requested on the civil rights complaint form. The CN manager/staff member receiving the complaint must print and sign their own name indicating who took the complaint and document how the complaint was made; in writing, verbally, or in person.
 - c. If a manager or supervisor is not present, a school nutrition staff member is required to receive the complaint according to instructions.
 - d. The manager or staff member will forward the written complaint to the Child Nutrition Director.
 - e. The Child Nutrition Director will forward the discrimination complaint to:
Texas Department of Agriculture, Food and Nutrition
P.O. Box 12847
Austin, Texas 78711
 - f. Texas Department of Agriculture will forward the information to USDA.