

## City Schools of Decatur

Procedure No. FR07	Effective: 9/11/2021
Classification: Free and Reduced	Revised:
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Title VI of the Civil Rights Act of 1964 prohibits recipients of federal financial assistance from discriminating against or otherwise excluding individuals on the basis of race, color, or national origin in any of their activities.

### I. Public Notification

A. All forms of communication, web based program information, and printed program information that are distributed must include the following elements:

1. The statement that program benefits and services are available to all children without regard of race, color, national origin, sex, age, or disability and
2. The procedure for filing a complaint, which includes who to contact.

B. Publicize information on nondiscrimination policy and all significant changes in requirements pertaining to program eligibility and benefits.

C. Display in a prominent place at eye level to the student for easy reading the “And Justice for All” poster at each point of service for school nutrition. That may be multiple as needed throughout sites.

D. Upon request, make available to the public and participants information on program requirements and procedures for filing a complaint, in the appropriate translation to non-English speaking persons.

### II. Civil Rights Training

A. The manager shall be responsible for training all school-level personnel in all areas of civil rights compliance as it relates to the school nutrition program and activities.

B. SNP Personnel must be trained annually. This is in addition to the required Civil Rights training outlined in the Free and Reduced-Price Policy. specific subject areas include, but not limited

to:

1. Collection and use of data
2. Effective notification systems
3. Complaint procedures

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4. Resolution of non-compliance

5. Requirements of reasonable accommodation of persons with disabilities

6. Requirements for language assistance,

7. Conflict resolution, and

8. Customer service.

### III. Complaint Procedures

A. A complaint is defined as “a verbal or written allegation of discrimination which indicates that any National School Lunch Program (NSLP) or National Breakfast Program (NBP) is administrated or operated in such a manner that it results in disparity of treatment, benefits or services being provided to a child or group of children because of their race, color, national origin, sex, age or disability.”

B. All complaints, either written or verbal, alleging discrimination on the basis of race, color, national origin, sex, age or disability, including anonymous ones, which are filed at the school level must be forwarded to the City Schools of Decatur School Nutrition Office the day of the complaint. A written complaint should be forwarded as received as they were written or described within 5 days of receipt to the Food Nutrition Service, Regional Civil Rights Director or the USDA Office of Assistant Secretary for Civil Rights; if complaint is verbal, the USDA Program Complaint Form should be completed and mailed. Link is Located on the CSD Website and the form may be requested in print from the school nutrition manager of any site. A copy of the complaint will be sent to the Georgia Department of Education School Nutrition Program Area Consultant.

C. Verbal complaints should be written up by the person to whom the complaint is made.

Every effort should be made to have the complainant provide the information on the

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attached form. USDA Program Complaint Form - Link is Located on the CSD Website and the form may be requested in print from the school nutrition manager. \*\*Additional reporting as listed above in section **III.B**

### IV. Complaint Documentation

- A. Notify your building administrator so the complaint may be recorded in the Discrimination Log Form. The log is to be completed for all complaints received.
- B. . Twiggs County school nutrition will cooperate in the resolution of the complaint as directed by FNS, CRD and/or GaDOE SNP.
- C. A copy of any correspondence regarding the complaint will be maintained for at least five (5) years after the date the complaint closed.
- D. A confidential record of civil rights complaints will be kept separate from program complaints. The Civil Rights Complaint Log will record the following:
  - a. Complainant name
  - b. Contact information
  - c. Nature of complaint
  - d. Location
  - e. Verbal or written complaint
  - f. Date of the alleged discrimination
  - g. Name of the individuals(s) and organizations(s) alleged to have engaged in discrimination
  - h. Date of referral to the FNS/CRD

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- i. Findings of any investigation by the FNS
- j. Description of the final disposition of the complaint and corrective action planned or taken

**USDA Nondiscrimination Statement**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a

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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:

(1) mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

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

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