



SFA Civil Rights Complaint Procedure Template

The following template will assist School Food Authorities (SFA) in developing a civil rights procedure to follow for receiving and handling civil rights complaints. SFA must insert their specific information in the gray highlighted sections to customize the template.

School Nutrition Civil Rights Process for The Brilliance School

The Brilliance School is a sponsor of the U.S. Department of Agriculture (USDA) Food Nutrition Services Child Nutrition Programs. The Brilliance School provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights law and USDA policy as governed by FNS Instruction 113-1. The USDA, its Agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, gender, age, and disability.

Program participants who would like to make a complaint regarding Child Nutrition Programs should contact La'Shelle Lofton at 216-710-6621 ext. 119 or lashelle.lofton@thebrillianceschool.org. All complaints must be submitted within 180 days of the incident for which the complaint is alleged. La'Shelle Lofton will not attempt to resolve the claim without first providing the claimant information on how to file a complaint. La'Shelle Lofton will provide the complainant with instructions on where to obtain the USDA Program Discrimination Complaint Form online and offer a hard copy of the form as an alternative.

La'Shelle Lofton will provide instructions to the complainant on where to forward the completed USDA Program Discrimination Complaint Form by any of the following methods:

1. Mail: U.S. Department of Agriculture,
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave. SW
Washington, D.C. 20250-9410
2. Fax: (833) 256-1665 or (202) 690-7442
3. Email: program.intake@usda.gov

A complainant may choose to not complete a form and instead submit the complaint verbally or in person. **La'Shelle Lofton** will write the elements of the complaint for the complainant, utilizing the USDA Program Discrimination Complaint Form.

All complaints, written, verbal or anonymous, received by La'Shelle Lofton will be forwarded to the USDA, Office of the Assistant Secretary for Civil Rights, within five calendar days. The The Brilliance School will:

- Log all complaints and maintain all documentation for *four years after the complaint is closed*;
- Indicate whether the complaint is received verbally, in writing, anonymous, or in person;
- Make its employees available for interviews as necessary during investigations;
- Provide documents upon request during the investigation;
- Participate in attempts to resolve the complaint;
- Notify the Ohio Department of Education and Workforce of all complaints by contacting their Education Program Specialist.

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:

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

This institution is an equal opportunity provider.