



KIPP Civil Rights Complaint Procedure

*If a customer approaches an employee claiming discrimination, they should immediately excuse themselves and get their Manager.

The Manager should immediately call the School Nutrition Director and let them know they are about to deal with a Civil Rights complaint.

The goal is to satisfy the customer that this was not discrimination, rather a situation that can be rectified. Do your best to diffuse the situation. Explain what steps you will take to ensure it is not repeated. Many times, the complaint is a case of perception vs actual discrimination.

Call the SN Director if you feel this will satisfy the customer and say that you truly want to address the complaint or if you believe they might be better suited to handling the complaint.

If all else fails, use the official complaint form and follow USDA procedures for filing a complaint. Submit the completed form to the School Nutrition Director and follow through with the crew to prevent the recurrence of a complaint for the same reason you just dealt with.

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, 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 [Program Discrimination Complaint Form English](#) [ 409.6 kB], [Program Discrimination Complaint Form Spanish](#) [ 389.3 kB] and 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:

mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:

(833) 256-1665 or (202) 690-7442; or

email:

Program.Intake@usda.gov

This institution is an equal opportunity provider.