

Procedure for Handling Complaints of Discrimination.

All cafeterias will display the updated non-discrimination poster in a prominent location for public viewing in the service area(s).

Procedures:

Any person alleging discrimination based on race, color, national origin, sex, age, or disability has a right to file a complaint. All complaints, written or verbal, shall be accepted.

SFA Steps for Receiving a Complaint:

1. The cafeteria manager (or any SFA administrative staff) will direct parent to *school principal*.
2. *School Principal* will listen to any parent/guardian complaint or concern, try to answer questions, and provide the USDA discrimination complaint form that either the parent or administrator will complete, based on verbal complaint.
FORM: http://www.ascr.usda.gov/complaint_filing_cust.html
3. The completed form will be forwarded to the superintendent.
4. The SFA administrator/superintendent will forward the discrimination complaint form to the Nebraska Department of Education Nutrition Services within 5 working days. Complaint may also be forwarded to USDA directly.

Nebraska Department of Education
Nutrition Services
301 Centennial Mall South
PO Box 94987
Lincoln, NE 68509-9487

USDA
Office of Adjudication
1400 Independence Avenue, S.W.
Washington, DC 20250-9410

This explains what to do if you believe you have been treated unfairly.

"In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer."