

DOVER SCHOOL DISTRICT	POLICY CODE: EFBA
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FOOD SERVICE COMPLAINT OF DISCRIMINATION PROCEDURE

First Reading

A complainant may at any time avail themselves of their right to file a complaint via the Food Service Complaint of Discrimination Procedure.

An allegation will be determined to be a Civil Rights complaint in the Child Nutrition Program if it is alleged that the program is administered or operated in a manner that results in disparate treatment of services being provided to persons or groups of persons because of their protected class. Unlawful discrimination may be considered intentional or unintentional. The protected classes for filing a discrimination complaint against a Child Nutrition Program on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Any person who believes they have been discriminated against based on protected classes has the right to file a complaint within 180 days of the alleged discriminatory action.

A Civil Rights complaint may be verbal, written, or observed. A complaint may also be anonymous and will be handled the same as any other complaint as long as sufficient information is provided to proceed with an investigation. Any individual, including a person's duly authorized representative or an interested third party, public agency, or organization, may file a complaint. If the complaint is verbal and the person alleging discrimination is not inclined to put the allegation in writing, the Business Administrator or designee is responsible for obtaining all pertinent information and developing a written complaint on behalf of the complainant.

School Business Administrator:

Dover School District
McConnell Center
61 Locust Street
Dover, NH 03820
603.516.6728

All Civil Rights Complaints will be documented on a Civil Rights Complaint Log whether verbal or written. The Business Administrator or designee will attempt to collect the following information for insertion into the complaint log:

- The name, address, and telephone number or other means of contacting the complainant.
- The specific location and name of the entity delivering benefits.
- The nature of the complaint or action that lead to the charges being filed.

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If the nature of the complaint appears discriminatory the Business Administrator or designee will attempt to collect the following information:

- The basis on which the complainant feels the discrimination occurred. In order to be considered a Food Service Civil Rights complaint, the complainant must feel discriminated against based on one or more of the protected classes.
- The names, titles, and addresses, if known, of persons who may have knowledge of the discriminatory action or situation.
- The dates that the alleged discrimination occurred, or the duration of such action.

All complainants will be given a Civil Rights Complaint Form and/or Business Administrator or designee completes form with complainant. The complainant may choose to mail the Civil Rights Complaint Form or return to the Business Administrator or designee who will then forward to the Office of Civil Rights in Washington D.C. The complaint form will be forwarded within 3 working days to:

USDA, Director, Office of Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
800-795-3272 or 202-720-6382 (TTY)

If the complainant does not wish to provide information to the Dover School District Business Administrator or designee, they may file a complaint directly with the USDA, Director, Office of Civil Rights in Washington D.C.

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, sex, 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, audiotape, 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, 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:

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- (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.

This institution is an equal opportunity provider.

Note: The only protected classes covered under the Child Nutrition Programs are race, color, national origin, sex, age, or disability.