

OYSTER RIVER COOPERATIVE SCHOOL DISTRICT

School Administrative Unit 5
CHILD NUTRITION PROGRAM
HEALTHY – LOCAL – FRESH

Dr. James Morse, Superintendent of Schools, jmorse@orcscd.org, 603-868-5100

Susan Caswell, Business Administrator, scaswell@orcscd.org, 603-868-5100

Doris Demers, Child Nutrition Director, ddemers@orcscd.org , 603-389-3310

Procedure for receiving and processing complaints alleging discrimination within FNS School Meal Programs

Civil rights complaints are written, or verbal allegations of discrimination based on race, color, national origin, age, sex, or disability. Any person claiming discrimination has a right to file a complaint within 180 days of the alleged discrimination.

Any civil rights complaint received at the individual school level must be forwarded through the ORCSD office to the USDA for investigation and disposition. The complaint will be reviewed by the director of food service and business administrator, and if necessary the superintendent and the school board.

The complainant has the right to bring their complaint to the state agency, to NERO in Boston or to FNS in Washington. The School Food Authority will assist the complainant in submitting the paperwork to all levels. The State Agency will be notified when/if there is a complaint of discrimination filed with the SAU.

USDA Program Discrimination Complaint forms are available at

https://www.ascr.usda.gov/sites/default/files/Complain_combined_6_8_12_508_0.pdf

If the complainant makes the allegations verbally or in a telephone conversation and is reluctant or refuses to put them in writing, the person who handles the complaint must write up the description. There must be enough information to identify the agency or individual toward which the complaint is directed and indicate the possibility of a violation. Every effort should be made to obtain at least the following information: Name, address and telephone number or other means of contacting the complainant; the specific location and name of the organization delivering the program service or benefit; the nature of the incident(s) or action(s) that led the complainant to feel there was discrimination; the basis on which the complainant feels discrimination occurred (race, color, national origin, age, sex, or disability); the names, titles, and addresses of people who may have knowledge of the discriminatory action(s); the date(s) when the alleged discriminatory action(s) occurred or, if continuing, the duration of such action(s).



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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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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:

- (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.