

# Hughes Springs ISD Discrimination Complaint Procedure

Dear Parent or Guardian,

The School Nutrition Program will ensure that parents or guardian of students, the public and potential participants of the school nutrition program at Hughes Springs ISD are informed on how to submit a civil rights complaint and informed about complaint procedures. Complaints may be filed directly with the SNP, Texas Department of Agriculture or the United States Department of Agriculture. Instructions on how to file a complaint are included in this letter. If you have any further questions please contact Elizabeth Martinez, Director of Child Nutrition at 871 Taylor, Hughes Springs, TX 75656 or by phone at 903-639-3809.

**Complaints filed with the School Nutrition Program:** To file a complaint with the SNP complete the School Nutrition Complaint Form. The SNP Complaint forms may be obtained by contacting Elizabeth Martinez, Director of Child Nutrition, 871 Taylor, Hughes Springs, TX 75656, 903-639-3809. All complaints, written or verbal, are automatically forwarded to the Texas Department of Agriculture.

**Complaints filed directly with the Texas Department of Agriculture:** To file a complaint directly with TDA download the Food & Nutrition (F&N) Complaint Form at <http://www.squaremeals.org>. For assistance with the Complaint process, please call 877-839-6325.

**To file a complaint directly with USDA:** To file a program discrimination complaint form by writing email to [Cr-info@ascr.usda.gov](mailto:Cr-info@ascr.usda.gov). You or your authorized representative must sign the complaint form. You are not required to use the complaint form. You may also file a program discrimination complaint by writing a letter to the Office of Adjudication at the address that follows: U.S. Department of Agriculture Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410. For additional information about what to include in your letter, see How to File a Program Discrimination Complaint, on our Web site. For information on the discrimination complaint process, contact the Office of the Assistant Secretary for Civil Rights, Information Research Service, on (202)260-1026 or (866)632-9992 (toll free) or send an email to the Office of the Assistant Secretary for Civil Rights at [CR-INFO@ascr.usda.gov](mailto:CR-INFO@ascr.usda.gov). Individuals who are deaf, hard of hearing, or have speech disabilities, may contact is through the Federal Relay Service on (800)877-8339 or (800)845-6136 (Spanish).

Sincerely,

Elizabeth Martinez

**The Richard B. Russell National School Lunch Act** requires the information requested in order to verify your children's eligibility for free or reduced-price meals. If you do not provide the information or provide incomplete information, your children may no longer receive free or reduced-price meals.

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/ad-3027.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](mailto:Program.Intake@usda.gov).  
This institution is an equal opportunity provider.



**Texas Department of Agriculture**  
**Food & Nutrition Complaint Form (Complaint Form)**

SECTION A	<b>TO FILE A COMPLAINT, COMPLETE THE FOLLOWING:</b>		
	<b><sup>1</sup> CONTACT INFORMATION (PERSON FILING COMPLAINT)</b>		
	<input type="checkbox"/> Check if Anonymous	Select Complaint Type from drop down list Choose an item.	
	First Name	Last Name	Phone and/or E-mail
	Mailing Address	City, State, ZIP Code	
SECTION B	<b><sup>2</sup> COMPLAINT ABOUT A CONTRACTING ENTITY OR INDIVIDUAL</b>		
	Name and Address of contracting entity (CE) delivering service or benefit (if applicable)		CE ID (if known)
	If complaint is against an individual, enter the name and contact information		Relationship to CE or individual
	Describe complaint in detail, including date and time incident occurred. Please attach any relevant documentation that supports the complaint or alleged violation.		
SECTION C	<b>TO LIST PERSON(S) WITH INFORMATION OR KNOWLEDGE ABOUT THE INCIDENT, COMPLETE THE FOLLOWING:</b>		
	<b><sup>1</sup> WITNESS INFORMATION</b>		
	First Name	Last Name	Phone and/or E-mail
SECTION D	Mailing Address	City, State, ZIP Code	
	<b><sup>1</sup> COMPLAINANT SIGNATURE</b>		
SECTION E	<input type="checkbox"/> SIGNATURE NOT AVAILABLE		
	Signature of Complainant		Date Click here to enter a date.
	<b><sup>1</sup> TDA INTERNAL USE ONLY</b>	ESC REGION CHOOSE AN ITEM.	F&N REGION CHOOSE AN ITEM.
	Complaint Received by <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Fax <input type="checkbox"/> Mail Service <input type="checkbox"/> Footprint Ticket		
	IQ Number and/or Footprint Ticket	F&N Program Section <input type="checkbox"/> CACFP <input type="checkbox"/> SFSP <input type="checkbox"/> SNP <input type="checkbox"/> Commodities <input type="checkbox"/> Employee <input type="checkbox"/> Other:	
F&N Receiving Staff	Title	Date Click here to enter a date.	
Referred To	Title	Date Click here to enter a date.	

**COMPLAINT CONTINUATION**

**COMPLAINT DETAIL CONTINUED**

## School Nutrition Complaint Policy

### Hughes Springs ISD

The School Nutrition Program will ensure that parents or guardians of students, potential participants, and the public are informed on how to submit a complaint and informed about complaint procedure. Information about Complaint procedures will be provided in English or Spanish to those who have limited English Proficiency.

Complaint may be filed directly with the SNP, Texas Department of Agriculture, or the United States Department of Agriculture.

Complaint filed with the School Nutrition Program: To file a complaint with the SNP complete the online complaint form. The SNP complaint form may be obtained by contacting Elizabeth Martinez, Director of Child Nutrition, 871 Taylor Hughes Springs, TX 75656, 903-639-3809 or download from the HSISD District website ([www.hsisd.net](http://www.hsisd.net)). All complaints, filed electronically written or verbal, are automatically forwarded to the Texas Department of Agriculture.

All SNP Complaint alleging discrimination based on race, color, national origin, sex, age, or disability, verbal, written or in person will be accepted by school nutrition program personnel and will be forwarded to TDA. All complaints will be documented and indicate the method in which the complaint was made (electronically, written, verbal, or in person.) Complaints will be allowed to remain anonymous. The School Nutrition Complaint form will include sections for:

#### Section A

1. The option for the complainant to remain anonymous or Contact information for person filling complaint
2. Any attachments
3. Complaint about a Contracting Entity(CE) or individual
  - a) Name and address of CE delivery service or benefit
  - b) CE ID if known
  - c) If individual, contact information
  - d) Relationship to CE or individual
  - e) Description of the Complaint

#### Section B

1. Name of other people who have knowledge of the event with contact information

#### Section C

1. Complainant Signature and Date

Once the SNP personnel receive a complaint they will listen to the complaint and give the complainant the SNP instruction form with directions for filling a complaint directly with TDA and or USDA. The SNP personal will assist the complainant in completing the form if needed and phone the SNP Central Office Director who will then immediately contact TDA to report the complaint.

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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/ad-3027.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](mailto:Program.Intake@usda.gov). This institution is an equal opportunity provider.