



## CIVIL RIGHTS DISCRIMINATION COMPLAINT PROCEDURES

Any person alleging discrimination based on race, color, national origin, sex, age, or disability has a right to file a complaint within 180 days of the alleged discriminatory action. All civil rights complaints within the Henry Ford Academy Nutrition Services Department should be directed to Superintendent. The superintendent can be reached at (210) 226-4031 or by email address at [jmontez@thealamedaschool.org](mailto:jmontez@thealamedaschool.org). Complaints can be submitted verbally, in writing, or anonymously.

The school's superintendent will obtain all necessary complaint information and process the complaint within 90 days. The complaint will be forwarded to State or Federal Agency.

### **Procedures:**

If a civil rights discrimination complaint is received by Henry Ford Academy, the following procedures shall be followed.

1. The complaint may be taken verbally in writing, e-mail or fax.
2. Whomever receives the complaint will ensure all necessary information is written down on the complaint form attached.
3. The complaint will be immediately forwarded to the Superintendent.
4. Upon receipt of the complaint, the Superintendent will forward to Texas Department of Agriculture. He may also contact the complainant to see if the issue may be resolved. If it is resolved TDA must be provided all documentation as to how it was resolved. If the complaint is not able to be resolved at the local level, it is submitted to TDA stating that it was not able to be resolved.

*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, audiotope, 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](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](mailto:program.intake@usda.gov).*