

NEW HAVEN DISTRICT CHILD NUTRITION PROGRAMS
CIVIL RIGHTS COMPLAINT PROCEDURE

A complainant may at any time avail themselves of their right to file a complaint via the School Nutrition Programs Civil Rights 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 are:

Race, Age, Color, Sex, National Origin, or Disability

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 Civil Rights Coordinator is responsible for obtaining all pertinent information and developing a written complaint on behalf of the complainant.

The Civil Rights Coordinator:

Dr. Joshua Hoener
100 Park Drive
New Haven, MO 63068
(573) 237-3231
hoener@newhavenschools.us

All Civil Rights Complaints will be documented in a Civil Rights Complaint Log, whether verbal or written. The Civil Rights Coordinator 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 led to the charges being filed.

If the nature of the complaint appears discriminatory, the Civil Rights Coordinator will attempt to collect the following information:

- The basis on which the complainant feels the discrimination occurred. In order to be considered a Child Nutrition 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 the Civil Rights Coordinator will complete the complaint form with the complainant. The complainant may choose to mail the Civil Rights Complaint Form or return to the LEA's Civil Rights Coordinator, who will then forward to the Child Nutrition Programs, Food And Nutrition Services Coordinator in Jefferson City or the USDA, Director, Office of Civil Rights in Washington D.C. The complaint form will be forwarded within 3 working days to:

Food and Nutrition Services

Attn: Coordinator

205 Jefferson Street

Jefferson City, Missouri 65101

573-751-3526

Or

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 School District Civil Rights Coordinator, they may file a complaint directly with the Department of Elementary and Secondary Education, Food and Nutrition Services in Jefferson City, or the USDA, Director, Office of Civil Rights in Washington D.C.

Persons wishing to file a Civil Rights program complaint of discrimination may complete the USDA Program Discrimination Complaint Form, found online at:

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>

or available on request from the Civil Rights Coordinator.

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex (including gender identity and sexual orientation), gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or by fax (202) 690-7442 or by email at program.intake@usda.gov. Individuals who are deaf, hard of hearing 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.

Note: The only protected classes covered under the Child Nutrition Programs are race, color, national origin, sex (including gender identity and sexual orientation), age, or disability.