

## 203: Café Civil Rights Complaint Policy

### I. Purpose:

- a. The United States Department of Agriculture (USDA)/Food and Nutrition Service (FNS) Instruction 113-1 (dated 11/8/05) delineates the civil rights requirements for participants in Child Nutrition Programs (CNP). The following is required at the Program Sponsor level.

### II. Definitions: None

### III. Policy Statement:

- a. 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 received by Providence Creek Academy related to the School Nutrition Program(s) should be directed to the Cafeteria Manager. The Cafeteria Manager can be reached via phone at 302-653-6276 or by email at office@pca.k12.de.us. Complaints can be submitted verbally, in writing, or anonymously. The Cafeteria Manager will obtain all necessary complaint information and process the complaint within three (3) days. The complaint will be forwarded to the State Agency (Delaware Department of Education) within three (3) business days of receiving all necessary information. The Delaware Department of Education (DDOE) will forward all complaints to FNS-CRD within five (5) working days after receipt.
- b. 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.
- c. 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.
- d. 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).

e. This institution is an equal opportunity provider.

IV. Responsibility:

- a. It is the responsibility of the person filing a complaint to follow the above policy.
- b. It is the responsibility of the Cafeteria Manager and PCA to file complaints in accordance with this policy and USDA.

V. Related Policies: None

VI. Related Procedures and Documents:

- a. Civil Rights Complaint Form

Approval and Revision Dates:

APPROVED BY THE BOARD OF DIRECTORS DECEMBER 16, 2021

## Civil Rights Complaint Form

Name:

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School/District:

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Address:

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Phone:

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Email:

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1. What happened to you? Please include date, location and any supporting documentation that would help show what happened.

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2. Who do you believe discriminated against you? List name(s).

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3. Name(s) of witness(es) to alleged prohibited conduct if applicable:

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4. It is a violation of the law to discriminate against you based on the following: 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. I believe I was discriminated against based on my:

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5. How would you like to see this complaint resolved?

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Complete form and submit to the Cafeteria Manager within three (3) days of the alleged discriminatory action. Forms can be submitted via email to [office@pca.k12.de.us](mailto:office@pca.k12.de.us) or through US mail to P.O. Box 265, Clayton, DE 19938.

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