

## **Civil Rights Complaint Procedures**

### **Ontario-Montclair School District Food and Nutrition Services**

#### **Civil Rights Overview**

The SFA must include the most current version of the federal nondiscrimination statement in a prominent location in all public information releases, publications, and on posters concerning nutrition program activities, except menus. The current USDA Civil Rights statement can be found below:

#### *USDA Non-Discrimination Statement*

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 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.

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.

#### **Complaint Procedures**

The civil rights coordinator for Ontario-Montclair School District is Hugo Lopez , Director of Child Welfare and Attendance. Any person alleging discrimination based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. has the right to file a complaint within 180 days of the alleged discriminatory action. Under special circumstances this time limit may be extended. Ontario-Montclair School District's procedures for receiving a complaint will not prevent a complaint from

being accepted. Every effort will be made to collect any complaint by any method from any individual.

At the SFA level, the civil rights coordinator should collect/transcribe a report of the complaint that must include, at a minimum, the following information:

- The name, address, and phone number or other means of contacting the complainant, such as an e-mail address (if not anonymous)
- The specific location and name of the entity delivering benefits
- The nature of the complaint or action that led to the charges being filed
- Whether an allegation is made verbally or in person

To file a program or Civil Rights complaint, please contact one of the following agencies listed below:

Child Nutrition Programs  
Civil Rights and Program Complaint Coordinator  
California Department of Education  
Nutrition Services Division  
1430 N Street, Room 4503  
Sacramento, CA 95814-5901  
**or** 800-952-5609

If the nature of the complaint alleges discrimination, the NSD recommends that the Civil Rights Coordinator at the SFA collect the following information and forward to USDA:

- The basis on which the complainant feels that discrimination occurred. In order to be considered a discrimination complaint, the complainant must feel discriminated against based on one or more of the protected classes
- The names, titles, and if known, addresses of persons who may have knowledge of the discriminatory action or situation
- The date(s) that the alleged discrimination occurred, or the duration of such action

The USDA will investigate and process complaints alleging discrimination. Forward all allegations of discrimination to the USDA National Office in Washington, D.C.:

USDA, Director, Office of Adjudication  
1400 Independence Avenue, Southwest  
Washington, D.C. 20250-9410  
866-632-9992  
Federal Relay Service 800-877-8339 (English)  
or 800-845-6136 (Spanish)