

**O'Donnell ISD**  
**Policy/Procedure for Handling Complaints of Discrimination**

**Policy:**

All serving sites will display the most current version of the "And Justice for All" nondiscrimination poster in a prominent location for public viewing.

**Procedures:**

Any person alleging discrimination based on race, color, national origin, sex, age, or disability has a right to file a complaint. Complaints may be directly filed with TDA or USDA, or will be forwarded to TDA if received by the district. All complaints received by the SFA will be documented on the complaint form, notating the manner of how the complaint was made (verbally, in writing, or in person) and forwarded to the Texas Department of Agriculture by the Child Nutrition Director or Superintendent. Complaint forms are located in the cafeteria and both campus offices.

If assistance from the district is requested, staff will assist by providing the discrimination complaint form. The form can be completed by the complainant, or if assistance is needed, district staff will help with this step and notate on the form that the form was completed by someone other than the complainant.

O'Donnell ISD's Child Nutrition Director or Superintendent will forward the completed form to the Food and Nutrition Division of the Texas Department of Agriculture at:

Food and Nutrition Division  
Texas Department of Agriculture  
P.O. Box 12847  
Austin, Texas 78711

Complaints may also be mailed to TDA at the address above or to USDA by following the instructions below.

*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, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.*

*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.*

*To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <http://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, 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:*

***Mail:***

*U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410*

***Fax:*** (202) 690-7442 or

***Email:*** [program.intake@usda.gov](mailto:program.intake@usda.gov).

*This institution is an equal opportunity provider.*