

What are the School Food Authority's procedures for receiving and processing complaints alleging civil rights discrimination within Food Service school meal programs?

Procedures:

- Queen Anne's County Public Schools must note whether an allegation is made verbally or in person;;
- Queen Anne's County Public School's staff member receiving the allegation must transcribe the complaint;
- Queen Anne's County Public School's procedures for receiving a complaint cannot prevent a complaint from being accepted; and
- Queen Anne's County Public Schools must identify the outside agency to which complaints are forwarded (i.e., MSDE).

Queen Anne's County Public Schools may not attempt to resolve the complaint themselves, nor can the Queen Anne's County Public School's complaint process be a prerequisite for accepting a complaint.

Also, completing a form cannot be a prerequisite for an individual to file a complaint.