Civil Rights Complaint Procedures

Any individual who believes they have experienced discrimination in connection with a QACPS Food Service Program has the right to file a civil rights complaint.

Complaints may be submitted verbally or in writing. A complaint form is available through the Food Service Department; however, completing a form is not required to file a complaint.

The following procedures must be followed:

1. Receive the complaint. Any employee receiving a verbal or written allegation of discrimination must treat it seriously and immediately notify the Food Service Coordinator or designated Civil Rights Contact.

2. Document the complaint. The employee receiving the complaint must record the information provided, including the complainant's name and contact information (if available), date of incident, school location, nature of the allegation, and alleged basis of discrimination.

3. Accept verbal complaints. If an individual makes a verbal complaint or is unwilling or unable to complete a written form, the employee receiving the complaint must document the allegations on the individual's behalf. A signed form is not a prerequisite for accepting a complaint.

4. Forward the complaint. All civil rights complaints, whether verbal or written, must be forwarded promptly to the appropriate USDA or designated state agency civil rights office. Employees must not attempt to independently investigate, dismiss, or resolve the civil rights complaint as a substitute for the formal complaint process.

5. Maintain documentation. The department will maintain a confidential civil rights complaint log documenting the date received, nature of the complaint, person receiving it, and date forwarded to the appropriate agency.

6. Protect confidentiality. Complaint information must be shared only with individuals who have a legitimate need to know for reporting and administrative purposes.

7. Prevent retaliation. No individual shall be subjected to intimidation, threats, coercion, or retaliation for filing a complaint or participating in a civil rights review.