

## Civil Rights Complaint Procedures for Child Nutrition Programs

*Please note that the complainant can file directly with USDA or send the complaint to the State Agency who will forward to USDA.*

D'Arbonne Woods Charter School

**D'Arbonne Woods Charter School** is a sponsor of the U.S. Department of Agriculture (USDA) Food and Nutrition Services (FNS) Child Nutrition Programs Nutrition Services, including **NSLP, SBP, and SSO**.

**D'Arbonne Woods Charter School** provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights laws and USDA policy, as governed by [FNS Instruction 113-1](#). 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, age, sex, and disability.

Program participants who feel they have been discriminated against while participating in the Child Nutrition Programs, including during the serving of meals, will be instructed to contact **Child Nutrition Director at (318) 368-8051, ext. 6017** to voice their complaint. All complaints alleging discrimination on the basis of race, color, national origin, age, sex, or disability, either written or verbal, must be processed within the established time frames.

### **Right to File**

Any person or representative alleging discrimination based on a prohibited basis has the right to file a complaint within **180 days** of the alleged discriminatory action. Only the Secretary of Agriculture may extend this time under special circumstances. The complainant must be advised of confidentiality and Privacy Act applications. **The Child Nutrition Director** will not attempt to resolve the complaint themselves, without first providing the complainant with information on how they can file a complaint.

### **Forms**

The **Child Nutrition Director** will provide, all persons wishing to file a complaint, instructions on where to obtain the [USDA Program Discrimination Complaint Form](#). However, use of this form will not be a prerequisite for acceptance of the complaint.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (Spanish) for assistance in filing a complaint.

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### Filing a Complaint

The **Child Nutrition Director** will provide instructions to the complainant on where to forward the completed [USDA Program Discrimination Complaint Form](#) by:

- mail: 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410;
- ☒ fax: (202) 690-7442; or
- e-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

### Verbal Complaints

In the event a complainant wishes to make the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the **Child Nutrition Director** will write up the elements of the complaint for the complainant utilizing the [USDA Program Discrimination Complaint Form](#).

### Acceptance of Written or Verbal

All complaints received by the **Child Nutrition Director**, written or verbal, will be forwarded to the U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights (OCR) within 5 calendar days of receipt of the complaint. Anonymous complaints will be handled as any other complaints, to the extent feasible, based on available information.

Complaints will be forwarded to OCR via:

- mail: 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410;
- ☒ fax: (202) 690-7442; or
- e-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

D'Arbonne Woods Charter School will:

- maintain a copy of any correspondence regarding the complaint for at least four years after the date the complaint is closed;
- make its employees available to the FNS Civil Rights Director (CRD) to be interviewed as necessary during investigations;
- provide necessary documents as requested by the FNS CRD or the Louisiana Department of Education (LDOE) within the timeframes established by FNS guidance;
- participate in attempts to resolve the complaint.

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### State Agency Notification

If the **Child Nutrition Director** is notified that a program participant has filed a Civil Rights complaint or they have filed a complaint on behalf of a program participant, they will notify the Louisiana Department of Education. The **Child Nutrition Director** will provide information as requested by the LDOE during the OCR investigation of the complaint.

*A note on Louisiana protected classes: The Louisiana Constitution additionally protects individuals from discrimination based on- religion, religious ideas, beliefs, or affiliations; birth; culture; physical condition; political ideas or affiliations; and national ancestry. Please see [Louisiana Constitution of 1974 Art. I, § 3. Right to Individual Dignity and Louisiana Constitution of 1974 Art. I, § 12. Freedom from Discrimination](#). To file a complaint, please contact the LDOE Division of Nutrition Support at 225.342.9661 or [childnutritionprograms@la.gov](mailto:childnutritionprograms@la.gov)*

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/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must 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. 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.

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De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el Formulario de Denuncia de Discriminación del Programa del USDA, (AD-3027) que está disponible en línea en: [How to File a Complaint](#). y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

(1) correo: 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) correo electrónico: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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