Child and Adult Care Food Program
PROCEDURE FOR COMPLAINTS OF DISCRIMINATION

All USDA Food and Nutrition Programs should be implementing the revised nondiscrimination statement. It is meant to serve participants and applicants in the event they feel that they have been discriminated against. The statement also implies the public can expect to be treated fairly regardless of circumstances. Previously, there was one statement that was required on all publications. Now, the Office of Civil Rights has issued two statements, a long and short nondiscrimination policy. The USDA requires that the following non-discrimination statement be published in all Child and Adult Care Food Program materials:

1. The long statement reads as follows:
   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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

   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.ascr.usda.gov/complaint_filing_cust.html, 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:

   (1) mail: 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) email: program.intake@usda.gov.

   This institution is an equal opportunity provider.

2. The short statement reads as follows:
   This institution is an equal opportunity provider.

The shorter statement may be used if the material is too small to permit the long statement. However, the print size should be no smaller than the text of the document. Examples include: letters, memos, notices, menus, internet, public service announcements, television spots, or advertisements, recruitment and outreach correspondence.
The Sponsor shall accept all complaints of discrimination, whether written or verbal, relating to the Child and Adult Care Food Program that are filed within 180 days of the alleged discrimination. The sponsor shall handle all anonymous complaints in the same manner as other complaints. Records shall be kept of all complaints and forwarded to the Secretary of Agriculture.

The complainant shall be advised to send the complaint to:

- Ms. Melissa Conner, Associate Superintendent; Health and Nutrition Division; Arizona Department of Education; 1535 West Jefferson Avenue, Bin #7, Phoenix, AZ 85007 or
- USDA, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; fax (202) 690-7442; or email at Program.intake@usda.gov. 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).

Records shall be kept of all complaints and forwarded to the Secretary of Agriculture.

**Complaints of discrimination should contain the following information:**

1. Name, address and telephone and any other means to contact complainant;

2. The specific location and name of the entity delivering benefits;

3. Nature of the incident or action that led the complainant to feel that discrimination was a factor, or an example of the method of administration which is having a disparate effect on the public, potential participants, or participants;

4. Basis on which the complainant feels that discrimination occurred (race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, income derived from a public assistance program, and political beliefs.) (Not all bases apply to all programs.)

5. Names and titles, if known, and addresses of person who may have knowledge of the discriminatory action; and

6. The date(s) the alleged discriminatory actions occurred or the duration of such action.

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