



# SUGAR VALLEY RURAL CHARTER SCHOOL

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## **Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints Pennsylvania Department of Education Division of Food and Nutrition**

- 1) SVRCS receives a Civil Rights complaint from the complainant (i.e. parent).
  - a) SVRCS will inform complainant of Federal Civil Rights rules and regulations that have been established for protected classes. (A protected class is any person or group of people who are protected from discrimination based on):
    1. Race
    2. Color
    3. National Origin
    4. Age
    5. Sex
    6. Disability

- b) SVRCS will provide complainant the necessary information to file a complaint, which is:

1. Mailing address of the USDA:  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

2. USDA's Telephone/Fax numbers and Email address:  
(866) 632-9992 / (202) 690-7442 F/ [program.intake@usda.gov](mailto:program.intake@usda.gov)

3. Electronic link to file a civil rights complaint:  
[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html)

**Note:** If the SVRCS is unsure if the complaint falls under a protected class, SVRCS will provide complainant the federal complaint information.

- c) After providing the complainant with the information on how to file a Civil Rights complaint directly at the Federal level, SVRCS will attempt to resolve the complaint if it is a matter that can be resolved quickly. Resolving complaints in real-time at the lowest possible level is our priority. If the complainant refuses to discuss the matter any further with the sponsor or if the matter cannot be resolved quickly, then the SVRCS will:

1. Reiterate the complaint filing procedures in 1)b),
2. Document the complaint and actions taken (i.e. referral to Federal complaint procedures) in a Civil Rights complaint log that is separate from any other complaint log.
3. Notify the State agency of the discussion.

If the complainant is willing to try and resolve the issue with SVRCS and a satisfactory resolution is achieved, then SVRCS will remind complainant (using the information in 1)b) of his/her right to file at the federal level if necessary. SVRCS will document the complaint and actions taken (i.e. how resolution was achieved) in a log that is separate from any other complainant log, and notify the state agency of the resolution.

- d) Regardless if the complainant wishes to file at the Federal level, SVRCS will document as much information as possible in their Civil Rights complaint log including, but not limited to, the following:
- Date Complaint Received
  - Complainant's Name
  - Complainant's Address
  - Complainant's Telephone Number
  - Complainant's Email Address
  - Allegation of Discrimination/Issue (i.e. FNS program involved, protected class(es) involved, etc.)
  - Date of Alleged Discriminatory Action

1. SVRCS will forward the information, within 5 days of receipt of complaint from complainant, to the State agency (process depicted below):

State Agency Civil Rights Coordinator, State Agency Director, FNS Regional Office Civil Rights Contact, FNS Headquarters Civil Rights Office, then back to Complainant

2. State Agency level must forward complaint information, within 5 days of receipt of complaint from SVRCS, to the FNS regional office.
3. FNS team conducts complaint review and investigation, which includes contact with the complainant, State agency, SVRCS, etc.

2) Additional Information:

- a) Complainants must file within 180 days of the alleged action
- b) Confidentiality is extremely important
- c) USDA complaint form:

English version:

[http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain\\_combined\\_6\\_8\\_12.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf)

Spanish version:

[http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish\\_Form\\_508\\_Compliant\\_6\\_8\\_12\\_0.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf)