



# Civil Rights Complaint Procedures

## Idaho Child Nutrition Program Sponsors/Institutions

### CIVIL RIGHTS PROCEDURES FOR CHILD NUTRITION PROGRAM SPONSORS/INSTITUTIONS

1. Civil Rights complaint received by Child Nutrition Program Sponsor (verbal or written)
2. Civil Rights complaint documented onto the annual Civil Rights Complaint Log
3. Sponsor gives complainant a Civil Rights Complaint Form and/or Sponsor assists complainant in completing the form
4. If a complainant submits a complaint form or provides a verbal complaint, the sponsor must forward the complaint to the State Agency within three working days to:
  - Director
  - Child Nutrition Programs
  - Idaho Department of Education
  - PO Box 83720
  - Boise, ID 83720-0027
5. The State Agency Staff notifies USDA Western Region Office (WRO) program contact and WRO Civil Rights Director

## Child Nutrition Programs Civil Rights (CR) Requirements for All Institutions

1. All Child Nutrition Programs must operate in a non-discriminating manner.
2. All institutions must ensure children with disabilities have an equal opportunity to participate in meals.
3. All institutions must provide timely, appropriate, and competent language services at no cost to Limited English Proficiency (LEP) individuals.
4. All institutions must collect and report racial and ethnic data initially when coming on the program and annually thereafter. Racial and ethnic data for actual participants must be retained and reported in MyIdahoCNP during renewal (annual packet updates).
5. All institutions must develop and implement written Civil Rights complaint procedures to handle any discrimination complaint.
6. All institutions must have readily available Civil Rights complaint forms to be provided upon request. Complaints do not need to be submitted in writing; verbal reports may also be accepted.
7. All institutions must maintain an annual Civil Rights Complaint Log to track any such complaints.
8. All institutions must train their staff and volunteers on Civil Rights requirements before the Child Nutrition Programs duties are assumed and annually thereafter. Sponsors must document the training with an agenda and sign in sheet for all participants. The training agenda must include the following minimum training requirements:
  - a. Collection and use of data
  - b. Effective public notification systems
  - c. Complaint procedures
  - d. Compliance review techniques
  - e. Resolution of noncompliance
  - f. Requirements for reasonable accommodation of persons with disabilities
  - g. Requirements for language assistance
  - h. Conflict resolution
  - i. Customer service
9. All institutions must display the current "And Justice for All" poster in a prominent place.
10. The full non-discrimination statement must be included on all material mentioning USDA-funded Child Nutrition Programs, including household letters, web pages, social media, and other food-related program announcements. If the material is too small to permit the full statement to be included, such as marketing material (flyers, menus, and brochures), the material will, at a minimum, need to include the short non-discrimination statement, in print size no smaller than the text.
11. All institutions must submit a public release with the full non-discrimination statement. Refer to the appropriate program to determine what is required.
12. Keep all data on file for three years, plus current year.

For more information, please visit the [Child Nutrition Program Website](#). This site includes the USDA Civil Rights Training Video for all Programs under the CNP Training Portal link, USDA Complaint Forms in English and Spanish, Non-Discrimination Statements in English and Spanish, and USDA FNS 113-1 Instructions. Additional resources and templates are located in the *Child Nutrition Civil Rights Forms and Resources* section under Download Forms in MyIdahoCNP.

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### **For Questions Contact**

Child Nutrition Programs  
Idaho State Department of Education  
650 W State Street, Boise, ID 83702  
208 332 6800 | [www.sde.idaho.gov](http://www.sde.idaho.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, audiotope, 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/ad-3027.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.