



# 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 (3) calendar 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 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 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 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 <https://www.sde.idaho.gov/about-us/departments/child-nutrition-programs/#details-civil-rights> 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, County Census Data, and the Civil Rights Procedures and Requirements for All Sponsors. Additional resources and templates are located in MyIdahoCNP 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)

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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 state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, [AD-3027](#), found online at How to File a Program Discrimination Complaint 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, Mail Stop 9410, Washington, D.C. 20250-9410;
2. **Fax:** (202) 690-7442; or
3. **Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov).

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