



# Civil Rights Complaint Procedure

## For the Child Nutrition Programs

SFA: Family Worship Christian Academy

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### Purpose:

To ensure **all individuals** have equal access to participate in the USDA Child Nutrition Programs at Family Worship Christian Academy, and to provide a formal process for addressing any **civil rights complaints** alleging discrimination based on:

- Race
  - Color
  - National Origin
  - Sex (including gender identity and sexual orientation)
  - Age
  - Disability
  - Reprisal or retaliation for prior civil rights activity
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### Complaint Process Overview

#### 1. How to File a Complaint

Anyone who believes they or someone else has been **discriminated against** in any school food service activity may file a civil rights complaint.

Complaints may be:

- **Written**
- **Verbal**

- **In-person or via phone**
- **Anonymous** (though limited investigation may occur)

Complaints can be submitted **to the school** or **directly to USDA**.

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## **2. Receiving the Complaint**

All school staff must:

- **Take all complaints seriously**
  - Immediately **report the complaint** to the **Civil Rights Coordinator** (see contact below)
  - Maintain **confidentiality** throughout the process
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## **3. Information to Collect (If Possible)**

A written or verbal complaint should include:

- Complainant's name, address, and phone number (if provided)
  - The specific location and program where the incident occurred
  - The basis of the alleged discrimination (race, age, etc.)
  - The nature of the incident or action
  - Names and titles of those involved
  - Date(s) of the alleged discrimination
  - A written or verbal description of what happened
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## **4. Forwarding the Complaint**

All civil rights complaints must be forwarded **within 5 calendar days** to:

## USDA Office of the Assistant Secretary for Civil Rights

- **Mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
  - **Fax:** (833) 256-1665 or (202) 690-7442
  - **Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)
  - **Online Filing (optional):**  
<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>
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## 5. Local Documentation

The SFA must:


- Keep a **log of all complaints received**, even if forwarded to USDA
  - Maintain confidentiality of all complaint records
  - Ensure **no retaliation** against anyone who files a complaint
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## Civil Rights Coordinator Contact

**Name:** Alysia Richard

**Title:** School Principal & Civil Rights Coordinator

 **Email:** [\[alysia\\_richard@fwcaonline.org\]](mailto:alysia_richard@fwcaonline.org)

 **Phone:** [337-942-1563]

 **Location:** Family Worship Christian Academy Main Office

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## Training & Awareness

All Child Nutrition Program staff must:

- Receive **annual Civil Rights training**
  - Know how to **recognize, receive, and refer** a complaint
  - Treat all students and families **with dignity and respect**
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### **Posting Requirement**

This procedure and the USDA **And Justice for All** poster must be visibly posted in all food service areas.

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### **Reminder**

This procedure applies **only to civil rights complaints** related to USDA Child Nutrition Programs. Other types of grievances or school-related concerns should be directed through the school's general complaint or disciplinary procedures.