

## Civil Rights Complaint Log / Verbal Complaint Record

This log is used to document Civil Rights complaints (including verbal complaints) related to USDA/DESE-administered Child Nutrition Programs. All complaints must be accepted, documented, and forwarded according to civil rights procedures.

### COMPLAINT INFORMATION

Date Complaint Received: \_\_\_\_\_

Time Received: \_\_\_\_\_

Method of Complaint: ☐ Verbal ☐ Written ☐ Email ☐ Phone ☐ Other \_\_\_\_\_

Name of Complainant (if provided): \_\_\_\_\_

Address (if provided): \_\_\_\_\_

Phone Number / Email (if provided): \_\_\_\_\_

Is the complainant a participant or applicant? ☐ Yes ☐ No ☐ Unknown

### PROGRAM INFORMATION

Program Involved (check all that apply):

- ☐ National School Lunch Program (NSLP)
- ☐ School Breakfast Program (SBP)
- ☐ State Food Program (DESE)
- ☐ Other: \_\_\_\_\_

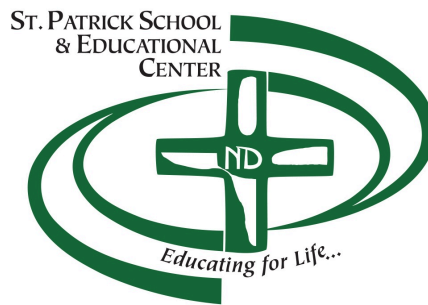
Location / School Site: \_\_\_\_\_

Staff Person Receiving Complaint: \_\_\_\_\_

### ALLEGATION DETAILS

Protected Class Alleged (check all that apply):

- ☐ Race ☐ Color ☐ National Origin ☐ Sex ☐ Disability ☐ Age
- ☐ Reprisal / Retaliation ☐ Other: \_\_\_\_\_



Description of Alleged Discriminatory Action (use complainant's own words when possible):

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#### ACTION TAKEN

Was the USDA Program Discrimination Complaint Form (AD-3027) offered?

☐ Yes ☐ No

Was the complaint forwarded within 5 calendar days?

☐ Yes ☐ No Date Forwarded: \_\_\_\_\_

Forwarded To:

☐ State Agency (DESE)

☐ USDA Office of the Assistant Secretary for Civil Rights

Staff Initials: \_\_\_\_\_ Date: \_\_\_\_\_

#### NOTES / FOLLOW-UP

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#### IMPORTANT NOTICE

All civil rights complaints must be forwarded to the State Agency or USDA immediately.  
Staff must not attempt to investigate or resolve the complaint locally.

This institution is an equal opportunity provider.