

Civil Rights Complaint Policy for the School Food Service Program

The Framingham Public Schools is a sponsor of the U.S. Department of Agriculture (USDA) Food and Nutrition Services (FNS) Child Nutrition Programs, including the list of all applicable programs: National School Lunch Program (NSLP), School Breakfast Program (SBP), Seamless Summer Option (SSO) of the NSLP, and the Afterschool Snack Program (ASP). The Framingham Public Schools provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights laws and USDA policy, as governed by [FNS Instruction 113-1](#). The USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil rights activity.

Program participants who feel they have been discriminated against while participating in the Child Nutrition Programs, including during the serving of meals, will be instructed to contact **Dario Nardi the Food Services Director at (508) 626-9109** for procedures to voice their complaint. All complaints alleging discrimination on the basis of race, color, national origin, sex (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil rights activity either written or verbal, must be processed within the established time frames. This will also include Massachusetts protected classes religious creed, mental illness, genetics, active military, criminal record, and ancestry. Complaints of discrimination made in the context of the School Food Service Program, will be handled in a manner consistent with the District's Civil Rights Procedures: [Civil Rights Grievance Procedure](#).

Right to file

Any person or representative alleging discrimination based on a prohibited basis has the right to file a complaint within **180 days** of the alleged discriminatory action. Only the District's Civil Rights Coordinator may extend the timeline under special circumstances. The Food Service Director will not attempt to resolve the complaint themselves, without first providing the complainant with information on how they can file a complaint.

Forms

The Food Service Director may provide, to all persons wishing to file a complaint, instructions on where to obtain the USDA Program Discrimination Complaint Form online or where they can obtain a hard copy. However, use of this form will not be a prerequisite for acceptance of the complaint.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) may contact USDA through the USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. for assistance in filing a complaint.

Filing a complaint

The Food Service Director will provide instructions to the complainant on where to forward the completed USDA Program Discrimination Complaint:

- To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.
- fax: (833) 256-1665 or (202) 690-7442; or e-mail: program.intake@usda.gov.

Verbal complaints

In the event a complainant wishes to make the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the Food Services Director will write up the elements of the complaint for the complainant. The Food Services Director may utilize the [USDA Program Discrimination Complaint Form](#). Once a complaint is received, the allegations will be handled in a manner consistent with the District's Civil Rights Procedures: [Civil Rights Grievance Procedure](#).

The Framingham Public Schools Food Services Department will:

- maintain a copy of any correspondence regarding the complaint for at least four years after the date the complaint is closed;
- make its employees available to the Civil Rights Director (CRD) to be interviewed as necessary during investigations;
- provide necessary documents as requested by the FNS and CRD or the Massachusetts Department of Elementary and Secondary Education (DESE) within the timeframes established by FNS guidance;
- participate in attempts to resolve the complaint.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the Framingham Public Schools 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/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.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

This institution is an equal opportunity provider.