

## Child Nutrition Programs PROCEDURE FOR COMPLAINTS OF DISCRIMINATION

The Sponsor or Institution shall accept all complaints of discrimination, whether written or verbal, relating to the Child Nutrition Programs (CNP). Discrimination is defined as different treatment which makes a distinction of one person or a group of persons from others; intentionally, by neglect, or by the actions or lack of actions based on the six protected classes in the Child Nutrition Programs: race, color, national origin, sex, age, or disability.

**Lincoln Academy** will keep a log of all discrimination complaints, with the same information as that forwarded to the USBE Child Nutrition Programs or USDA.

1. Discrimination complaints from individuals will be handled by **Jodi Lum, Food Service Director at Lincoln Academy.**
2. Complaints of discrimination will contain the following information:
  - Name, address, telephone number and any other means to contact the complainant (person issuing the complaint).
  - Specific name, location, and telephone number of the location where the alleged discrimination took place that caused the discrimination complaint.
  - Nature of the incident or action that led the complainant to feel discriminated against.
  - A list of which of the six listed protected classes were discriminated against with a description of the complaint. The six protected classes are: race, color, national origin, sex, age or disability.
  - Name(s), title(s), and addresses of people who may know of the alleged discrimination or action that caused the complaint (for example: teacher, cook or director).
  - The date(s) the action(s) causing the discrimination complaint occurred and how long or how often it occurred.
- NOTE: While an effort should be made to obtain this information to ensure the complaint is well recorded, missing information must not keep an institution from receiving and/or reporting complaints.**
3. The person filing the complaint must do so within 180 days of the alleged discrimination. If submitted to the institution, it will be immediately forwarded to USBE Child Nutrition Programs or USDA Office of the Assistant Secretary for Civil Rights. The sponsor or institution will handle anonymous complaints in the same manner as other non-anonymous complaints.
4. The following must happen when a complaint is made:
  - Take it seriously
  - Get a translator if necessary
  - Listen to everything the person has to say
  - Get the complaint log out of the binder in the kitchen office
  - Record all information
  - Give the complaint form to the Food Service Director
  - The food Service Director will resolve the issue right away
  - The Food Service Director will notify the state agency within 24 hours of any complaint being received

Utah State Board of Education, Director of   OR  
Child Nutrition Programs  
250 East 500 South

USDA  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Ave, SW, Stop 9410

Child Nutrition Programs  
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