

# Arrow Academy

## Discrimination Complaint Procedure

**Policy:** All cafeterias will display the current nondiscrimination poster in a prominent location for public viewing in the serving area.

**Procedures:** The cafeteria manager or unit supervisor will:

1. Listen to parent complaints or concerns, try to answer questions, and provide them with a discrimination complaint form to be completed, or complete one for them. Verbal or written discrimination complaints must be accepted.
2. Discrimination complaints will be forwarded to the Arrow Academy's Child Nutrition Director.
3. Discrimination Complaints can be made directly to the Child Nutrition Director by mailing completed form or by phone:

Rico Seden  
Child Nutrition Director  
PO Box 12207  
College Station, TX 77845

Phone: 979-703-8820

**Procedures:** The Child Nutrition Director will:

1. Forward the discrimination complaint to the Food and Nutrition Division of the Texas Department of Agriculture at:  
Food and Nutrition Division  
P.O. Box 12847  
Austin, TX 78711
2. Texas Department of Agriculture will forward information to USDA.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, 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, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. 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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), 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, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.