

# GRIEVANCE

## NON-DISCRIMINATION STATEMENT

In accordance with federal law, U.S. Department of Agriculture policy, and Texas Department of Agriculture Policy, Special Nutrition Programs is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. If you think you have been discriminated against you must immediately contact the USDA, Director, Office of Adjudication and Compliance, 1400 Independence Avenue S.W., Washington, D.C. 20250-9410 or call (202) 260-1026 or 202-401-0216 (TDD).

This facility will not physically segregate nor discriminate in any way against any person receiving a free or reduced-price meal benefit. In addition, it will protect the anonymity of these persons and there will be no overt identification of person receiving a free or reduce-price meal.

This facility will serve the same meals or snacks to all CACFP participants at no separate charge, regardless of race, color, national origin, sex, age, or disability. There will be no discrimination in the course of the food service.

## COMPLAINT FILING PROCEDURE

All civil rights complaints should be made at the time of the alleged discrimination. Complaints must include the following information:

- Name, address and telephone number of the complainant;
- Signature of the complainant;
- Basis on which the person believes the alleged discrimination occurred, i.e. race, color, national origin, etc...;
- A brief description of the way the alleged discrimination occurred.
- Name and address of the facility, provider or program worker that did the alleged discrimination;
- The date or dates on which the alleged discrimination occurred.

Upon receipt of a charge of discrimination, the Director of Kangaroo Club will review the charge and take action consisting of the following:

- Give written acknowledgement to the complainant of receipt of the charge;
- Give immediate notification of such charge to the USDA, Director, Office of Adjudication and Compliance, 1400 Independence Avenue S.W., Washington, D.C. 20250-9410 or call (202) 260-1026 or 202-401-0216 (TDD).
- Take appropriate measures upon the advice of TDA to correct the complaint within sixty day of such recommendation;
- Provide the complainant with a written response once a determination of the charge's validity has been established and state the corrective action to be taken.