



## **NSLP Program Complaint Policy**

For civil rights complaints:

To file a program discrimination complaint, a person must complete the [USDA Program Discrimination Complaint Form](#). The complainant or his or her authorized representative must sign the complaint form. The complainant is not required to use the complaint form. The complainant may write a letter instead. If the complainant's writes a letter, it must contain all of the information requested in the form and be signed by the complainant or his or her authorized representative. Incomplete information will delay the processing of the complaint. Employment civil rights complaints will not be accepted through this email address.

Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.), should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

The complainant needs to send the completed complaint form or letter to the USDA via mail, fax, or email.

### **Mail**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil  
Rights  
1400 Independence Avenue, SW Stop 9410  
Washington, D.C. 20250-9410

### **Fax**

(202) 690-7442

### **E-mail**

[program.intake@usda.gov](mailto:program.intake@usda.gov)

Complainants also may pursue available civil law remedies, including, but not limited to, injunctions, restraining orders, or other orders in federal or state courts. Further information about such remedies may be available through public or private interest attorneys.

For other complaints:

A person who has other types of complaints concerning Arizona Charter Academy's NSLP Program should first bring the matter to the site coordinator. If the outcome is not satisfactory, a conference with the COO can be requested within five calendar days. If the outcome of this conference is not satisfactory, the person may file a written, signed complaint with the COO within 15 calendar days who will investigate the complaint and render a decision. If the complainant is dissatisfied with the decision of the COO, he/she may appeal to the Board in care of the COO within ten calendar days following receipt of the COO's decision. The COO will provide the complainant with necessary Board appeal procedures.

If the complainant is dissatisfied with the decision of the Board, he/she may file a complaint with the Arizona Department of Education, 1535 West Jefferson Street, Bin 7, Phoenix, AZ 85007.

