**Accepting a Complaint**

Civil Rights

Complaint Acceptance Procedure 

* Civil rights complaints should be directed to Jami Thomas, Principal-Superintendent

1420 Delphic Rd.

Montague, CA 96064

530-842-3653

* Complaints can be received verbally, in writing, or anonymously. If the complaint is verbal and the complainant is not inclined to put the allegation in writing, the person to whom the complaint was made must write up the complaint on behalf of the complainant. An anonymous complaint must be handled the same as any other complaint.
* A complaint form may be used, but is not a prerequisite for accepting a complaint.

# Transcribing a Complaint

Make every effort to ensure the following information is documented:

* Name, address, and telephone number of the complainant
* The nature of the incident or action that led the complainant to feel discrimination was a factor
* The basis on which the complainant believes discrimination exists
* The names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action
* The date(s) during which the alleged discriminatory actions occurred

# Forwarding a Complaint

Complaints are forwarded to the following agencies:

* Child Nutrition Program, CDE
* USDA Office of Civil Rights, Western Region
* USDA Office of Civil Rights, Director

\*Addresses of Agencies are attached to this page

# Resources

* <http://www.cde.state.co.us/nutrition/civilrights>
* <http://www.fns.usda.gov/civil-rights>

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(Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Complaint Form, found online at <http://www.ascr.usda.gov/complaint_filing_cust.html>, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.