

Any cafeteria employee will:

1. Listen to any parent, guardians of students, potential participants or public complaints or concerns, try to answer questions.
2. Provide them with an optional discrimination complaint form.

Inform the person filing the complaint, that they may file directly to TDA or USDA at:
FN.OAQC@TexasAgriculture.gov

F&N Headquarters

Texas Department of Agriculture, Food and Nutrition

P.O. Box 12847

Austin, Texas 78711

FAX: (888) 237-5226

Or

U.S Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington D.C 20250-9410

Fax (202)690-7442; or

Email: program.imtake@usda.gov

3. The person filing should indicate how the complaint was made, verbally, in writing or in person.
4. Assist in completing the form if needed (and /or)
5. Transcribe the complaint and gather necessary information.
6. Notify the Superintendent immediately about the complaint.
7. Notify the Education Service Center.
8. Forward the complaint to USDA Office of Civil Rights.