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**Houston County School Nutrition
Civil Rights Procedure**

USDA prohibits discrimination against its customers. If a person believes he/she has experienced discrimination when obtaining services from USDA, participating in a USDA program, or a program that receives financial assistance from USDA, he/she may file a complaint with USDA. OASCR, through the Office of Adjudication, will investigate and resolve complaints of discrimination in programs operated or assisted by USDA.

USDA prohibits discrimination on the bases of race, color, religion, sex, age, national origin, marital status, sexual orientation, familial status, disability, limited English proficiency, or because all or a part of an individual's income is derived from a public assistance program. In programs that receive Federal financial assistance from USDA, discrimination is prohibited on the bases of race, color, religious creed, sex, political beliefs, age, disability, national origin, or limited English proficiency. Reprisal is prohibited based on prior civil rights activity.

To file a program discrimination complaint, a person may obtain a complaint form by sending an email to CR-INFO@ascr.usda.gov or by contacting the Houston County School Nutrition Central Office via phone at 478-322-3308. The form may be located under the Master Folder, SNP Civil Rights, USDA Complaint Form. The complainant or his/her authorized representative must sign the complaint form. The complainant is not required to use the complaint form, and may write a letter instead. However, if a letter is written, it must contain all of the information requested in the form and be signed by the complainant or his/her authorized representative. Incomplete information will delay the processing of the complaint.

Once the complainant form or letter with all necessary details has been completed, the complainant may submit the form/letter to the Houston County School Nutrition Central Office, and the Houston County School Nutrition Office will send it to the contacts below. Or, the complainant may submit the form/letter directly to the contact below.

Mail:
U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, SW
Washington, DC 20250-9410

Fax:
(202) 690-7442

E-mail:
program.intake@usda.gov

For help filling out the form or for more information, please call any of these telephone numbers or email:

(202) 260-1026 (Local)

(866) 632-9992 (Toll-free Customer Service)

(800) 877-8339 (Local or Federal relay)

(866) 377-8642 (Relay voice users)

CR-INFO@ascr.usda.gov

Individuals who are deaf, hard of hearing, or have speech disabilities, may contact us through the Federal Relay Service on (800) 877-8339 or (800) 845-6136 (Spanish). 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).