



HOUSTON GATEWAY ACADEMY, INC.

Policy for Handling Discrimination Complaints

Policy: All cafeterias will display the current nondiscrimination poster in a prominent location for public viewing in the serving area. Any person or representative alleging discrimination based on a prohibited basis has the right to file a complaint within 180 days of the alleged discriminatory action. Complaints can be written or verbal.

Procedures: The cafeteria manager or unit supervisor will:

1. Listen to parent complaints or concerns, try to answer questions, and provide them with a discrimination complaint form to be completed, or complete one for them. Verbal or written discrimination complaints must be accepted.
2. If the complainant makes a verbal complaint, the person to whom the allegation is made must write up the elements of the complaint and should make every effort to obtain the following information:
 - a. Name, address, and telephone number or other means of contacting the complainant,
 - b. The specific location and name of the organization participating in the School Nutrition Programs and CACFP,
 - c. The nature of the incident or action that led to the complaint of discrimination,
 - d. The basis on which the complainant believes discrimination exists (race, color, national origin, age, disability or sex.),
 - e. The names, telephone numbers, titles, and business or personal address of persons that may have knowledge of the alleged discriminatory action, and
 - f. The date(s) during which the alleged discriminatory action(s) occurred or, if continuing, the duration of such action(s).
3. Discrimination complaints will be forwarded to the entity's Child Nutrition Director.
4. The Child Nutrition Director will immediately forward the discrimination complaint to USDA and/or Texas Department of Agriculture:

USDA Food and Nutrition Service
Attn: Regional Civil Rights Director
1100 Commerce St.
Dallas, Texas 75242

Texas Department of Agriculture
P.O. Box 12847
Austin, Texas 78711-2847