

## School Nutrition Programs

### Civil Rights Complaint Procedure: Minimum Requirements

The following topic areas must be included in a School Food Authority's (SFA) civil rights complaint procedure and include, at minimum, the supporting information listed under each topic. The civil rights complaint procedure is not required to be written into the district's board policy; it can be a separate policy used by the SFA and district.

#### Accepting a Complaint

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- Contact for whom civil rights complaints will be directed to at the district level
  - Include name, address, phone number and email
- Language stating that complaints can be received verbally, in writing, or anonymously and within 180 days of the alleged discriminatory action

*Note: If a complaint form is used, ensure that the form is not a prerequisite for accepting a complaint*

#### Transcribing a Complaint

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Obtain the following information (verbally, in writing or anonymously):

- 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 action occurred

#### Forwarding a Complaint

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Complaints must be forwarded to Aimee Beam, MS, RD, LDN, Education Associate, Nutrition Programs, within three (3) business days of receiving the complaint. The DDOE will forward all complaints to FNS-CRD within five (5) working days upon receipt. All records will be maintained with strict confidentiality in a secure electronic folder. Documents will be archived in accordance with State of Delaware archival procedures and only accessed by applicable Department staff.

Please email or send by US mail to the following address:

*Delaware Department of Education  
Collette Education Resource Center  
ATTN: Aimee Beam, MS, RD, LDN  
35 Commerce Way, Suite 1  
Dover, DE 19904*

[aimee.beam@doe.k12.de.us](mailto:aimee.beam@doe.k12.de.us)

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#### Resources

- [USDA Civil Rights Homepage](#)
- [DDOE Civil Rights Resources](#)

This institution is an equal opportunity provider.

This resource was adapted from the Colorado Department of Education