

# Complaint Acceptance Procedure

## Civil Rights

### Accepting a Complaint

- Civil rights complaints should be directed to Matthew Dustan, Principal-Superintendent  
430 East Prather St.// P.O. Box 308  
Montague, CA 96064  
530-459-3001
- 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

- California Department of Education Civil Rights and Complaints web page (<https://www.cde.ca.gov/ls/nu/cr/>)
- USDA FNS Civil Rights web page (<http://www.fns.usda.gov/civil-rights>)

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at the Filing a Program Discrimination Complaint as a USDA Customer page (<https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

(2) Fax: 202-690-7442; or

(3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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