

Civil Rights Complaint Procedure
SAU # 15

SAU 15; Hooksett, Auburn, and Candia is a sponsor of the United States Department of Agriculture (USDA) Food and Nutrition Services' (FNS) Child Nutrition Programs, including the National School Lunch Program (NSLP) at the Fred C. Underhill School, Hooksett Memorial School, David R. Cawley Middle School, Auburn Village School, and Henry W. Moore School and the School Breakfast Program (SBP) at Fred C. Underhill School, Hooksett Memorial School, David R. Cawley Middle School, Auburn Village School, and Henry W. Moore School. The SAU 15 School Administrative Unit provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights laws and USDA policy, as governed by [FNS Instruction 113-1](#). 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, age, sex (including gender identity and sexual orientation), and disability.

Program participants who feel they have been discriminated against while participating in the Child Nutrition Programs, including during the serving of meals, will be instructed to contact Cindy Bourgeault, Business Administrator at (603)622-3731 cbourgeault@sau15.net for procedures to voice their complaint. All complaints alleging discrimination on the basis of race, color, national origin, age, sex, or disability, either written or verbal, must be processed within the established time frames and sent to the NH Department of Education, Office of Nutrition Programs and Services.

Right to File

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. Only the Secretary of Agriculture may extend this time under special circumstances. The complainant must be advised of confidentiality and Privacy Act applications. The Business Administrator will not attempt to resolve the complaint themselves, without first providing the complainant with information on how they can file a complaint. Individuals may file a complaint directly with USDA using the form and contact information provided in the sections below.

using

Forms

The Business Administrator will provide, all persons wishing to file a complaint, instructions on where to find the information for submitting a online or where they can obtain a hard copy. This information is found on the "And Justice for All" poster. However, use of this form will not be a prerequisite for acceptance of the complaint. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish) for assistance in filing a complaint.

Filing a Complaint

The Business Administrator will provide instructions to the complainant on where to forward the completed USDA Discrimination Complaint Form by:

- mail: 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410;

- fax: (202) 690-7442; or
- e-mail: program.intake@usda.gov.

Verbal Complaints

In the event a complainant wishes to make the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the name of contact person will write up the elements of the complaint for the complainant utilizing the USDA Program Discrimination Complaint Form found here: .

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>

Acceptance of Written or Verbal

All complaints received by the Business Administrator written or verbal, will be forwarded to the U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights (OCR). Anonymous complaints will be handled as any other complaints, to the extent feasible, based on available information. Complaints will be forwarded to OCR via:

- mail: 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410;
- fax: (202) 690-7442; or
- e-mail: program.intake@usda.gov.

State Agency Notification

If the Business Administrator is notified that a program participant has filed a Civil Rights complaint or they have filed a complaint on behalf of a program participant, they will notify Kelly Rambeau at the NH Department of Education, kelly.a.rambeau@doe.nh.gov . The Business Administrator will provide information as requested by the NH DOE during the OCR investigation of the complaint.

State Protected Classes

The complainant will be notified by the SAU of where to send a complaint if it is a complaint is within the NH State protected classes, which are: Sexual Orientation, Religion, Marital Status, Familial Status, Physical or Mental Disability, Gender Identity (just added in 2018).

The SAU or the complainant may contact the NH Commission for Human Rights who administers the NH State protected classes. The contact information is below: Phone: 603-271-2767 (or TD ACCESS: relay NH 1-800-735-2964), press #0 Email: humanrights@nh.gov

The SAU/sponsor will provide information to both the ONPS and the OCR upon request.

Interpretation Services

The SAU will provide the complainant with information regarding interpretation services to ensure proper communication for individuals who need them. The contact for interpretive services is the NH Commission for Human Rights. Their contact information is: 603-271-2767, press #0 to request a language interpreter, or email the Commission at humanrights@nh.gov and

make an appointment for language interpretation.

In addition, the SAU may provide interpretive services to any individual who needs the services of a qualified Spanish-speaking interpreter through the NH Dept. of Education. Please contact the Office of Nutrition Programs and Services at 271-3860 for more information.

This can be found on the SAU... website: <https://sau15.net/>

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf> from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights

(ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or

2. fax:

(833) 256-1665 or (202) 690-7442; or

3. email:

Program.Intake@usda.gov

This institution is an equal opportunity provider.