



Civil Rights Complaint Procedures

Child Nutrition Programs

Purpose

This procedure establishes the process used by New Heights Charter School of Brockton (NHCSB) to receive, document, and forward civil rights complaints related to participation in the National School Lunch Program (NSLP), School Breakfast Program (SBP), and Afterschool Snack Program.

This procedure is implemented in accordance with USDA FNS Instruction 113-1 and guidance issued by the Massachusetts Department of Elementary and Secondary Education (DESE) Office for Food and Nutrition Programs.

Civil Rights Protections

Participants in Child Nutrition Programs have the right to receive program benefits free from discrimination based on: Race, Color, National origin, Sex, Age, Disability.

Complaint Procedure

1. Inform

If an individual reports a concern related to discrimination in the Child Nutrition Programs, school staff will:

- Inform the individual of their right to file a Civil Rights complaint
- Explain the complaint process
- Inform the individual that complaints may be submitted verbally, in writing, or anonymously

Staff may assist the individual in submitting a complaint if requested. If the individual does not wish to file a formal complaint, staff may attempt to address the concern locally when appropriate.

2. Accept

New Heights Charter School will accept Civil Rights complaints in any form, including:

- Written complaints
- Verbal complaints
- Email or telephone complaints
- Anonymous complaints

A complaint cannot be denied or delayed because it was not submitted using a specific form.

If a complaint is made verbally, the staff member receiving the complaint will document the details of the complaint.

3. Document

All Civil Rights complaints related to Child Nutrition Programs will be recorded in the Child Nutrition Program Civil Rights Complaint Log.

At minimum, documentation will include:

- Name and contact information of the complainant (if provided)
- Date complaint was received
- Nature of the alleged discrimination
- Location where the incident occurred
- Names of individuals or organizations involved
- Basis of the alleged discrimination
- Date complaint was referred to USDA
- Final resolution if available

All documentation will be maintained securely according to USDA and DESE recordkeeping requirements.

4. Share

All Civil Rights complaints must be forwarded within five (5) calendar days to:

**U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410**

Fax: (202) 690-7442

Email: program.intake@usda.gov

The School Food Authority does not investigate complaints independently but ensures complaints are promptly forwarded to USDA.

Staff Training

All staff involved in administering Child Nutrition Programs receive annual Civil Rights training, which includes:

- Civil rights compliance requirements
- Recognizing discrimination
- Accepting and documenting complaints
- Proper procedures for forwarding complaints

Training records will be maintained by the School Nutrition Program Administrator.

Public Notification

NHCSB ensures public awareness of civil rights protections by:

- Displaying the USDA “And Justice for All” poster in meal service areas
- Including the USDA nondiscrimination statement in program communications and materials
- Providing program information to families through the school website and communications

Administrative Oversight

The Director of Operations / School Nutrition Program Administrator is responsible for ensuring compliance with this procedure, maintaining complaint documentation, and ensuring complaints are forwarded within required timelines.

Responsible Official

Dr. Delroy Dennis
Director of Operations / School Nutrition Program Administrator

Date Implemented: March 15, 2026