



LOVELADY INDEPENDENT SCHOOL DISTRICT

11839 TX State Hwy 19 South

Lovelady, TX 75851

Phone: (936) 636-7636 Fax: (936) 636-2305

LOVELADY ISD FOOD SERVICE COMPLAINT PROCEDURES

- Complaint Forms will be available at all Lovelady Independent School Districts Cafeterias and in the Administration Office.
- If a Student or Parent has a complaint or concern, the Campus Manager at the involved location will attempt to resolve the issue.
- If the Student or Parent is not satisfied with the Campus Manager's resolution, the Manager will refer the conceded party to the Child's Nutrition Director.
- If the matter is still not resolved to the Concerned Party's satisfaction the matter will be referred to Lovelady Independent School District's Superintendent.
- Depending on the severity of the concern the matter will be escalated immediately.
- A complaint can be made verbally or hand written.
- All complaints will be forwarded to TDA immediately.

Any Lovelady ISD staff is not allowed to hold or refuse meals or snacks (free or paid) for any disciplinary reason for any student.

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this instruction is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or relation for prior civil right activity. (Not all prohibited bases apply to all programs)

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 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. Additionally, program information is available in language other than English.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027 found online at http://www.ascr.gov/complaint_filing_cust.html, or 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 complaint form or letter to ISDA by:

Mail: 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; or e-mail: program.intake@usda.gov. This institution is an equal opportunity provider.