



## Great Hearts Child Nutrition Civil Rights Complaint Procedures

Great Hearts Texas provides the Child Nutrition Program benefits to all eligible individuals without discrimination on the bases of race, color, national origin, sexual origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you feel in any way that your child has been discriminated against while participating in the Child Nutrition Program, including during the serving of meals to him/her, and wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](https://www.usda.gov/oascr/program-discrimination-complaint-filing), found online at <https://www.usda.gov/oascr/program-discrimination-complaint-filing>, or at any USDA office, or call (866) 632-9992 to request the form.

You may also write a letter containing all the information requested in the form. Send your completed complaint form or letter to us by mail at: U.S. Department of Agriculture; Director, Center for Civil Rights Enforcement; 1400 Independence Avenue, SW; Washington, DC 20250-9410. You can also return your completed form back to your child's campus, submit it the Child Nutrition Manager at [Meals@GreatHeartsTX.org](mailto:Meals@GreatHeartsTX.org) or mail to: 12500 San Pedro Ave., Ste 500, Attn: Child Nutrition Program, San Antonio, Texas 78216.

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). USDA is an equal opportunity provider and employer.

### USDA Nondiscrimination Statement

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/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.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: Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: [program.intake@usda.gov](mailto:program.intake@usda.gov) This institution is an equal opportunity provider.