

CHILD & FAMILY DEVELOPMENT PROGRAMS

Civil Rights Complaint Procedure

1. Any person alleging discrimination in the Child and Adult Care Food Program (CACFP) based on race, color, national origin, sex, religion, age, or disability has a right to file a complaint within 180 days of the alleged discriminatory action.
2. A civil rights complaint form will be given to complainants to complete.
3. A complaint log must be used to document all potential discrimination complaints.
 - Center Managers will be responsible for recording Civil Rights complaints on the log as they are received. The Civil Rights complaints log will be maintained at the center and submitted to the admin office in Rainier annually with all other USDA documents.
 - Complaints submitted directed to the admin office in Rainier will be recorded on the Civil Rights log and maintained by office support specialist.
4. Discrimination complaints submitted to the center must be forwarded to the Administrative Office, PO Box 10, Rainier, Oregon 97048, within 24 hours of receiving the complaint. The complainant may return the Civil Rights Complaint form directly to the Administrative Office in Rainier. The Administrative Office will forward the complaint form to the Oregon Department of Education within three days.
5. Complaints should contain the following information:
 - Name, address, and telephone number of the complainant.
 - Specific location and name of entity delivering the service or benefit.
 - The nature of the incident, action or method of administration that led the complainant to feel discriminated against.
6. Complainants may also choose to file directly with the USDA at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410, by fax (202) 690-7442 or email at www.ascr.usda.gov/complaint_filing_cust.html
7. Send Civil Rights complaints to Civil Rights Specialist, Oregon Department of Education, 255 Capitol Street NE, Salem, OR 97310-0203.
8. The admin office in Rainier and each Head Start center will have a USDA CACFP Child Care Center Manual and a separate notebook with all necessary Civil Rights information on file containing the Civil Rights Complaint Forms and Civil Rights Complaint Log. All staff must know where to find the Civil Rights Information notebook.
9. All Head Start staff of CFDP will be trained on the Civil Rights procedure annually. Required Civil Rights training topics are:
 - What is discrimination?
 - Collecting and recording racial and ethnic data
 - Where to display And Justice for All posters
 - What is a Civil Rights complaint
 - How to handle a Civil Rights complaint.