

Dear Parent or Guardian,

**The School Nutrition Program will ensure that parents or guardians of students, the public and potential participants of the school nutrition program at Texarkana ISD, DeKalb ISD, New Boston ISD, Redwater ISD, Bloomburg ISD, McLeod ISD, Linden-Kildare CISD and Malta CISD are informed on how to submit a civil rights complaint and informed about complaint procedures. Complaints may be filed directly with the SNP, Texas Department of Agriculture or the United States Department of Agriculture. Instructions on how to file a complaint are included in this letter. If you have any further questions please contact Christie Lammers, Director of Child Nutrition at 1600 Waterall Texarkana, TX 75501 or by phone at 903.792.2231**

**Complaints filed with the School Nutrition Program:** To file a complaint with the SNP complete the School Nutrition Complaint Form. The SNP Complaint forms may be obtained by contacting Christie Lammers, Director of Child Nutrition, 1600 Waterall Texarkana, TX 75501, 903.792.2231. All complaints, written or verbal, are automatically forwarded to the Texas Department of Agriculture.

**Complaints filed directly with the Texas Department of Agriculture:** To file a complaint directly with TDA download the Food & Nutrition (F&N) Complaint Form at <http://www.squaremeals.org>. For assistance with the Complaint process, please call 877-839-6325.

**To file a complaint directly with USDA:** To file a program discrimination complaint you may obtain complaint form by writing email to [Cr-info@ascr.usda.gov](mailto:Cr-info@ascr.usda.gov). You or your authorized representative must sign the complaint form. You are not required to use the complaint form. You may also file a program discrimination complaint by writing a letter to the Office of Adjudication at the address that follows: U.S. Department of Agriculture Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410. For additional information about what to include in your letter, see How to File a Program Discrimination Complaint, on our Web site. For information on the discrimination complaint process, contact the Office of the Assistant Secretary for Civil Rights, Information Research Service, on (202) 260-1026 or (866) 632-9992 (toll free) or send an email to the Office of the Assistant Secretary for Civil Rights at [CR-INFO@ascr.usda.gov](mailto:CR-INFO@ascr.usda.gov). Individuals who are deaf, hard of hearing, or have speech disabilities, may contact us through the Federal Relay Service on (800) 877-8339 or (800) 845-6136 (Spanish).

Sincerely,

Christie Lammers MS, RD, LD  
Director of Child Nutrition

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, 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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. 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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the *USDA Program Discrimination Complaint Form*, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and 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 completed form or letter 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; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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