

Bear River Head Start Child and Adult Care Food Program

Civil Rights Complaint Procedure

All written or verbal complaints alleging discrimination on the basis of race, color, national origin, sex, (including gender identity and sexual orientation), age or disability shall be recorded in civil rights complaint log and processed within 90 days upon receipt.

- A. Procedure for Filing Complaints of Discrimination.
1. Right to File a Complaint. Any person alleging discrimination based on race, color, national origin, sex, (including gender identity and sexual orientation), disability, age, reprisal or retaliation for prior civil rights activity has the right to file a complaint within 180 days of the alleged discriminatory action. Under special circumstances this time limit may be extended by OCR (Office of Civil Rights).
 2. Acceptance. All civil rights complaints, written or verbal, shall be accepted and forwarded within three days to the state child nutrition program who will in turn forward complaints to the Civil Rights Division through the State Agency. It is necessary that the information be sufficient to determine the identity of the agency or individual toward which the complaint is directed, and to indicate the possibility of a violation. Anonymous complaints should be handled as any other complaints.
 3. Verbal Complaints. In the event a complainant makes the allegations verbally or through a telephone conversation and refuses or is not inclined to place such allegations in writing, the person to whom the allegations are made shall write up the elements of the complaint for the complainant. Every effort should be made to have the complainant provide the following information:
 - a. Name, address and telephone number or other means of contacting the complainant.
 - b. The specific location and name of the entity delivering the service or benefit.
 - c. The nature of the incident or action that led the complainant to feel discrimination was a factor.
 - d. The basis on which the complainant feels discrimination exists race, color, national origin, sex, (including gender identity and sexual orientation), age, disability or reprisal or retaliation for prior civil rights activity.
 - e. The names, titles, and business addresses of persons who may have knowledge of the discriminatory action.
 - f. The date(s) during which the alleged discriminatory actions occurred, or if continuing, the duration of such actions.

All civil rights complaints must be documented in the Civil Rights Complaint Log and reported to the Health & Wellness Manager immediately. The complaint will then be filed in a timely manner.

I have received and read the above information regarding the Bear River Head Start Civil Rights Complaint Procedure.

Signature

Print Name

Date

This Institution is an equal opportunity provider.

5/20/25