

San Luis Obispo County Office of Education
School Nutrition Program (SNP)
Civil Rights Complaint Acceptance Procedure

- **Civil rights complaints should be directed to:**
 - Lara Mattson, Principal, or Jacob Marshall, Director SNP
 - Loma Vista Community School
 - 2494 Pennington Creek Rd.
 - San Luis Obispo, CA. 93405

- Complaints can be made verbally, in writing, or anonymously. If a complaint is anonymous or transcribed the following details must be included:
 - Name, address, phone number of complainant
 - The nature of the incident/action that is believed to be discriminatory
 - The basis on which the complainant believes discrimination exists
 - The contact information of any persons believed to have information or to have witnessed the discriminatory action
 - The date the action occurred

- Complaint forms are available, but not required for a complaint to be accepted, forms are available at Loma Vista Community School or online at:
[Parent and Public Resources | San Luis Obispo County Office of Education \(slocoe.org\)](http://slocoe.org)

- Complaints will be forwarded to the following agencies:
 - Child Nutrition Program, CDE
 - USDA Office of Civil Rights

- Resources:
 - California Department Of Education Civil Rights and Complaints web page
<https://www.cde.ca.gov/ls/nu/cr>
 - USDA FNS Civil Rights web page
<http://www.fns.usda.gov/civil-rights>

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 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 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/file/documents/ad-3027.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 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 the alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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: (833)256-1665; or (202)690-7442
- (3) email: Program.Intake@usda.gov.

This institution is an equal opportunity provider.