



National School Lunch Program (NSLP)

Civil Rights Complaint Policy and Procedure

PENTAB ACADEMY
FAITHFULLY PROVIDING EDUCATION AND NURTURING TEACHING ACADEMICS
WITH A BIBLICALLY BASED FOUNDATION

I. Policy Statement

PenTab Academy does not discriminate against any student, parent, or applicant for benefits on the bases of **race, color, national origin, sex, age, or disability** in the administration of the National School Lunch Program.

II. Right to File a Complaint

Any person alleging discrimination based on the protected classes listed above has a right to file a complaint no later than **180 days** from the date of the alleged discriminatory action. Complaints may be accepted written, verbally, or anonymously, and PenTab Academy strictly prohibits any retaliation or reprisal.

III. Mandatory Staff Procedures

All PenTab Academy cafeteria, administrative, and food service staff must be trained to adhere to the following workflow when a complaint is made:

1. **Never refuse a complaint:** Staff must accept and document any verbal, written, or anonymous complaint immediately.
2. **Log the incident:** The designated PenTab Academy Civil Rights Coordinator will record the complaint and acknowledge receipt of the complaint in writing.
3. **Forward immediately:** Staff must **not** attempt to investigate or resolve complaints internally. All complaints must be mailed or emailed directly to FDACS and the USDA within three (3) calendar days of receipt.
4. Discrimination complaints must be kept separate and only accessible to authorized personnel.
5. Complete the U.S. Department of Agriculture USDA Program Discrimination Complaint Form (AD-3027).
6. Employees must make themselves available during mediation efforts, if contacted.

IV. Where to Submit Complaints

Complaints should be forwarded directly to the Florida state agency and the federal agency at the addresses below:

- **State Agency Contact:**
Florida Department of Agriculture and Consumer Services
Food, Nutrition and Wellness
407 S. Calhoun St., (H2)
Tallahassee, Florida 32399
Attn: Civil Rights Compliance Coordinator
- **Federal Agency Contact:**
Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314
Email: FNSCIVILRIGHTSCOMPLAINTS@usda.gov