



Complaints concerning Notre Dame Food Service programs and personnel are welcome when motivated by a sincere desire to improve the quality of the nutrition program and to perform tasks more effectively.

Every effort should be made to resolve any problem at the school level by communicating with the director, Shannon Plath. If a complaint is not resolved with the food service director, the complaint may be appealed in writing to the ND Principal, Wade Bianco. The written complaint must contain the following:

- 1. The name and contact information of the individual submitting the comment and anyone else involved.**
- 2. A specific summary of the nature of the complaint and the facts surrounding same.**
- 3. The complaint must be signed by the complainant.**

For any complaints, the first contact for concerns is the Food Service Director. This may be done either verbally or in writing.

Complaints regarding the Food Service Director will be referred to the school administrator for resolution. The administrator shall receive a copy of the written complaint and a written report of the efforts made to resolve the problem. The complainant shall receive a written response.

Complaints not resolved by the Notre Dame administration may be reported to the USDA office through the complaint forms www.ascr.usda.gov/complaint_filing_cust.html or hotline (866) 632-9992.

Each step of the complaint procedure will be completed in a timely manner.

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](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: 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.

This institution is an equal opportunity provider.