

All complaints alleging discrimination on the basis of race, color, national origin, age, sex, or disability, either written or verbal, will be forwarded to the CT State Department of Education (CSDE) and/or the Food and Nutrition Service's Northeast Regional Office (NERO) within **5 working days after receipt** of the complaint. The CSDE will work with NERO to ensure compliance with all USDA Civil Rights regulations.

Verbal Complaints Alleging Discrimination within the CNPs:

If the school district receives a verbal complaint directly from a complainant, the **Chief Talent Officer, Chereese Chery** will make every effort to obtain and record the following information:

- a. Name, address, and telephone number or other means of contacting the complainant,
- b. The specific location and name of the school or other sub-recipient delivering the service or benefit,
- c. The nature of the incident or action that led the complainant to feel discrimination was a factor, and an example of the method of administration that is having a disparate effect on the public, potential eligible persons, applicants, or participants,
- d. The basis on which the complainant believes discrimination exists. The bases for nondiscrimination are race, color, national origin, age, disability or sex.
- e. The names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action, and
- f. The date(s) during which the alleged discriminatory actions occurred or, if continuing, the duration of such actions.

The school district will provide the complainant with information pertaining to filing a [Program Discrimination Complaint as a USDA Customer](#) and will refer the complainant to the [USDA Civil Rights Web site](#). The school district will not attempt to resolve the complaint internally; all complaints will be forwarded to the CSDE or USDA directly