

BOWLING GREEN INDEPENDENT SCHOOL DISTRICT

Child Nutrition Program | Civil Rights Complaint Processing Procedure



Excellence is Worth The Effort

This standard operating procedure outlines the required steps for school and cafeteria staff, including school secretaries, when receiving or handling a Civil Rights discrimination complaint in the Child Nutrition Program. BGISD ensures that any individual wishing to file a complaint is provided immediate access to do so without administrative barriers or retaliation.

1. **Receipt of Complaint:** Complaints (written or verbal) may be received by any school or cafeteria staff member. Staff members must accept all complaints immediately and transcribe verbal complaints onto a USDA AD-3027 Complaint Form.
- 2.
3. **Immediate Referral:** Within 24 hours of receipt, the receiving staff member must forward all complaint details to **Dalla Emerson**, Director of Child Nutrition, and **Clay Stevens**, Director of Pupil Personnel.
- 4.
5. **Complainant Contact & Guidance:** Director Dalla Emerson will contact the complainant to clarify details and provide explicit pathways for formal filing directly with the USDA Office of the Assistant Secretary for Civil Rights and the Kentucky Department of Education (KDE).
- 6.
7. **Logging & Tracking:** The Child Nutrition Department logs every complaint (including verbal inquiries) into the district's centralized *Civil Rights Complaint Tracking Log* (Google Sheet) maintained by the Director.
- 8.
9. **Official Transmittal:** All discrimination complaints are forwarded immediately to the USDA Office of Civil Rights (program.intake@usda.gov) and KDE Division of School and Community Nutrition for official processing and investigation.
- 10.
11. **Record Retention:** All complaint records, logs, and correspondence are retained in the Child Nutrition Central Office for a minimum of three (3) years plus the current operating year.