


Civil Rights Complaint Procedure for BUSD Nutrition Services Department

1. If a party would like to make a complaint about BUSD Nutrition Services department, complaints are to be redirected to the Compliance Officer/Title IX Coordinator Marutzzella Castro and Tanisha Wilson Administrative Assistant.

Compliance Officer/ Title IX Coordinator
2020 Bonar Street
Berkeley, California 94702
510.486.9338

2. Complaint/allegation may be made in person or verbally.
3. Person receiving the complaint will transcribe the allegation.
4. Complaints/allegations may not be denied due to procedural issues.
5. Complaints are forwarded to FNS Office of Civil Rights within 3 business days.
6. The BUSD NS office may not attempt to resolve these Civil Rights allegations themselves, these must be redirected to the Compliance Officer or the Nutrition Services Division of CDE (see 7.). However, we will make every effort to help the complainant file their complaint.
7. Or program and civil rights complaints may be filed with the Nutrition Services Division of CDE. All complaints are resolved at the state level. Any complaint alleging discrimination will be forwarded to the US Department of Agriculture for investigation. The NSD Complaint Coordinator logs the complaint, then refers it to the appropriate program or Field Services Unit and tracks it through resolution.
8. Complaints can be submitted to the NSD online by using the [NSD Complaints Survey](#) , or by contacting Gabriela Blottie, Civil Rights and Complaints Coordinator, by phone at 916-323-5074 or by email at gblottie@cde.ca.gov.

Civil Right Coordinator Shall keep a complaint log that includes the following information:

1. Name, address and phone number of other means of contacting the complainant such as an email address (if anonymous).
2. The specific location and name of the entity delivering benefits
3. The nature of the complaint or action that led to the charges being filed.

If the nature of the complaint alleges discrimination, the Nutrition Services Division recommends that the Civil Rights Coordinator collect the following information and forward to USDA:



Berkeley Unified School District

Nutrition Services
2510 Ninth Street
Berkeley, CA 94704
(O)510.644.6200 (F)510.644.8784
Richard Hannan, *Director* Nutrition Services

1. The basis on which the complainant feels that the discrimination occurred. In order to be considered a discrimination complaint, the complainant must feel discriminated against based on one or more of the protected classes.
2. The names, titles, and if known, addresses of persons who may have knowledge of the discriminatory action or situation
3. The date(s) that the alleged discrimination occurred, or the duration of such action
4. Forward all allegations of discrimination to the USDA National Office in Washington, D.C. at the address provided below.

It is encouraged to be as detailed as possible when logging information about the complaint to help resolve the situation in a more efficient manner.

WHERE TO FILE A COMPLAINT:

To file a program or Civil Rights complaint, please contact one of the following agencies listed below:

Child Nutrition Programs
Civil Rights and Program Complaint Coordinator
California Department of Education
Nutrition Services Division
1430 N Street, Room 4503
Sacramento, CA 95814-2342
916-322-2135

OR

USDA, Director, Office of Adjudication
1400 Independence Avenue, Southwest
Washington D.C. 20250-9410
866-632-9992
Federal Relay Service 800-877-8339 (English)
Or 800-845-6136 (Spanish)

NOTE: The USDA will investigate and process complaints alleging discrimination. All program complaints filed with the NSD are resolved at the state level. The NSD Complaint Coordinator logs the complaint, refers it first to the district for handling and if not resolved, then the appropriate program of Field Services Unit, and tracks it through resolution. The NSD reserves the right to conduct unannounced site visits to determine the validity of all allegations.