

CACFP FEDERAL FOOD PROGRAM

Complaint/Grievance Procedure

Any dispute which may arise from an employee or parent complaint with respect to the interpretation of the terms and conditions of the Agreement shall be subject to the following Grievance Procedure, unless expressly excluded from such procedure by the terms of the Agreement. All grievances shall be initiated at Step 1. Time limits set forth herein may be extended upon mutual agreement of the parties.

- **Step 1:** The employee or parent shall present the grievance to the most immediate supervisor who has the authority to make adjustments in the matter within 14 days of the alleged grievance or knowledge thereof.
- **Step 2:** If a satisfactory settlement is not reached in Step 1 within three days following its completion, the employee or parent may present the grievance to the supervisor's immediate authority. Upon the request of the 2nd authority, the grievance shall be in writing and shall state the grievant(s) name(s).
- **Step 3:** If a satisfactory settlement is not reached in Step 2 within five days of the date of submission of the written grievance to the 2nd authority, the employee or parent may serve written notice upon the employer that they desire to present the grievance to the Board of Directors or company President.
- **Step 4:** The Board of Directors or the company President shall act as an arbitrator. The decision of the arbitrator shall be final and binding upon the parties except in cases related to Civil Rights.

If the grievance is related to a civil rights issue, then Step 5 will be followed:

- **Step 5:** If a satisfactory settlement is not reached in Step 4, the Board of Directors or company President shall provide the employee or parent with written instructions on how to make a civil rights complaint to USDA. It shall read as follows:

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, audiotope, 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](#), (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.

- The written instructions must be available in both English and Spanish.