

Civil Rights Complaints

Purpose: To ensure compliance with civil rights laws and regulations, and to establish procedures for handling civil rights complaints related to the National School Lunch Program (NSLP) at Ann Storck Center.

Policy: Ann Storck Center is committed to ensuring that all individuals are treated with dignity and respect, and that no person is discriminated against based on race, color, national origin, sex, age, or disability in the administration of the NSLP. All civil rights complaints will be addressed promptly and equitably following the procedures listed below:

1. Receiving Complaints:

- Staff members involved in the administration of the NSLP program will be trained to recognize and report civil rights complaints.
- Complaints will be accepted in writing and can be submitted manually or electronically.
- Complaints should be forwarded immediately to the designated Civil Rights Coordinator.

2. Documenting Complaints:

- The Civil Rights Coordinator will document all complaints using the Civil Rights Complaint Form.
- The documentation will include the complainant's name, contact information, description of the alleged discrimination, date of the incident, and any witnesses.

3. Acknowledging Receipt:

- The Civil Rights Coordinator will acknowledge receipt of the complaint in writing within five (5) business days.
- The acknowledgement will include a summary of the complaint and an outline of the next steps.

4. Investigating Complaints:

- The Civil Rights Coordinator will conduct a thorough investigation of the complaint within thirty (30) calendar days.
- The investigation will include interviews with the complainant, the alleged offender, and any witnesses, as well as a review of relevant documents.

5. Resolution:

- Upon completion of the investigation, the Civil Rights Coordinator will prepare a written report detailing the findings and any corrective actions to be taken.
- The report will be reviewed and approved by Ann Storck's COO.

- The complainant will be informed of the findings and any corrective actions in writing within ten (10) business days of the investigation's conclusion.

6. Recordkeeping:

- All records of civil rights complaints and investigations will be maintained for a minimum of three (3) years.
- Records will be kept confidential and only shared with authorized personnel or as required by law.

7. Non-Retaliation:

- Retaliation against any individual who files a complaint or participates in an investigation is strictly prohibited.
- Any act of retaliation will be subject to disciplinary action.

8. Training:

- All staff members involved in the administration of the NSLP will receive annual training on civil rights requirements and procedures for handling complaints.
- Training records will be maintained by the Civil Rights Coordinator.

9. Public Notification:

- Information about the agency's civil rights policy and complaint procedures will be made available to the public through the agency's website and other appropriate channels.
- Posters and brochures will be displayed in prominent locations at all agency sites.

Contacts:

Civil Rights Coordinator:

- Name: Karen Flowers
- Title: School Director
- Phone: 954-584-8000
- Email: kflowers@annstorckcenter.org
- Office Address: 1790 SW 43rd Way, Ft Lauderdale, FL 33317

Chief Operating Officer:

- Name: Cathea Comiskey
- Phone: 954-584-8000 ext 399
- Email: ccomiskey@annstorckcenter.org

This policy is effective as of May 1, 2024 and will be reviewed annually for any necessary updates or revisions.

Acknowledgement:

I acknowledge that I have received, read, and understand the Policy on Handling Civil Rights Complaints for the National School Lunch Program.

Staff Member's Name: _____

Staff Member's Title: _____

[Date