

# HAYS COUNTY JUVENILE CENTER

## NSLP/SBP Civil Rights Complaint Process (Grievance Process Addendum)

### Filing a Formal Grievance (Civil Rights Complaint):

1. Availability of Forms: Residents will have full access to Grievance Forms.
2. Content of Forms: The forms shall contain the name of the resident (optional if resident wants to remain anonymous), housing unit or cell, the date, the grievance/complaint tracking identification, the nature of the grievance/complaint, the date time of receipt, the name and title of the person receiving the grievance/complaint, the response or resolution to the grievance/complaint, date and time of the response, name and title of the person responding to the grievance/complaint and a space for written request to appeal the grievance/complaint response.
3. Submitting the Forms: The resident shall submit the grievance/complaint to the **Grievance Officer (GO)** or place the grievance/complaint in the black box outside the Inner Education Center. The HCJC does not impose a time limit on when a resident may submit a grievance/complaint. Any resident submitting a grievance/complaint may do so without submitting it to a staff member who is the subject of the complaint and/or the grievance is not referred to a staff member who is the subject of the complaint. The GO will review/resolve the grievance/complaint then submit it to the **Assistant Facility Administrator**.
4. Forwarding Complaint to USDA:

USDA Food and Nutrition Service  
Attn: Regional Civil Rights Director  
1100 Commerce St.  
Dallas, Texas 75242

Any resident or family member alleging discrimination based on a prohibited basis in regards to the HCJC NSLP/SBP has the right to file a grievance/complaint within 180 days of the alleged discriminatory action. Grievances/complaints can be written or verbal. If the complainant makes a verbal complaint, the HCJC staff member to whom the allegation is made must write up the elements of the complaint on an HCJC Information Report and should make every effort to obtain the following information:

1. Name, address, and telephone number or other means of contacting the complainant;
2. The specific location and name of the organization or individual;
3. The nature of the incident or action that led to the complaint of discrimination;
4. The basis on which the complainant believes discrimination exists (race, color, national origin, age, disability or sex);
5. The name(s), telephone number(s), title(s), and business or personal address of persons that may have knowledge of the alleged discriminatory action; and
6. The date(s) during which the alleged discriminatory action(s) occurred or, if continuing, the duration of such action(s).

If a civil rights complaint is filed with the HCJC, the HCJC must forward it to the USDA immediately, regardless of the outcome of the grievance/complaint at the facility level. The civil rights complaint will be sent to:

USDA Food and Nutrition Service  
Attn: Regional Civil Rights Director  
1100 Commerce St.  
Dallas, Texas 75242

Additionally, a courtesy copy of the civil rights complaint will be sent to the Community Operations Field office:

Beverly Shaw  
Child Nutrition Program Manager  
Education Service Center, Region 13  
5701 Springdale Road  
Austin, Texas 78723

A civil rights complaint can also be filed electronically at:

<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>