

Complaint Procedures

The Riverview School District Meal Programs are programs that receive federal financial assistance through USDA, discrimination is prohibited. A complaint may be made on the basis of race, color, national origin, sex, age disability, and reprisal (Not all bases apply to all programs.)

Allegations may be reported by completing the [USDA Program Discrimination Complaint Form](http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf) [http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf] or by sending a Letter with the following information:

- Your name, address and telephone number.
- The name, address, and telephone number of your attorney or authorized representative, if you are represented.
- The basis of your complaint. The basis is what you believe was the motivating factor for the discrimination. For example, you may believe you were treated differently because of your race, color, religion, sex, age, national origin, marital status, sexual orientation, familial/parental status, disability, or because all or a part of an individual's income is derived from a public assistance program. (Not all bases apply to all programs).
- The date(s) that the incident(s) you are reporting as discrimination occurred. Please note that we cannot accept a complaint about an incident that took place more than 180 days prior to the filing of the complaint. If the discrimination occurred more than 180 days prior to filing your complaint, you may request a waiver of the filing requirement. (See waiver information below.)
- The name of the individual(s) or entity you believe discriminated against you and the agency or recipient that employs that/those individual(s).
- The issue(s) of your complaint. The issue is a description of what happened, or the action that was taken by the individual(s) or agency that discriminated against you, resulting in some harm. Explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please include how other persons were treated differently from you, if applicable. If you were denied a benefit or service, please provide a copy of the denial letter. If you have documents to support the events you are reporting, provide a copy of the supporting documents.

Mail Complaints to:

Margaret DiNinno, Superintendent

Administration Building

701 10th Street

Oakmont, PA 15139

For more information on the discrimination complaint process, contact the Office of the Assistant Secretary for Civil Rights, Information Research Service, on (202) 260-1026 or (866) 632-9992 (toll free) or send an email to the Office of the Assistant Secretary for Civil Rights at CR-INFO@ascr.usda.gov. Individuals who are deaf, hard of hearing, or have speech disabilities, may contact us through the Federal Relay Service on (800) 877-8339 or (800) 845-6136 (Spanish).

How do I request a waiver of the 180-day filing deadline?

A waiver may be granted for the following reasons: (1) the discriminatory act could not reasonably be expected to be known within the 180-day period; (2) illness or incapacitation; (3) the same complaint was filed with another Federal, state, or local agency; and (4) any other basis determined by the Director of the Office of Adjudication.

You may contact the Office of Adjudication Customer Service Unit for further information at: (866) 632-9992 (toll free), (202) 260-1026, or (202) 401-0216 (TDD).