

Summer Food Service Program Policies and Procedures

COMPLAINT PROCEDURES

This policy is used by the Connecticut State Department of Education (CSDE) to comply with the U.S. Department of Agriculture (USDA) regulations for the Summer Food Service Program (SFSP). If any part of this policy conflicts with the SFSP regulations or memoranda issued by the USDA, the federal regulations and memoranda shall take precedence. The SFSP regulations are available on the USDA's [SFSP Regulations](#) Web page.

Per 7 CFR 225.7(d)(6), the CSDE shall respond promptly to complaints concerning food service management company (FSMC) facilities. Per 7 CFR 225.11(b), the CSDE shall promptly investigate complaints received or irregularities noted in connection with the operation of the SFSP, and shall take appropriate action to correct any irregularities.

When complaints are received concerning a FSMC facility or SFSP sponsor, the CSDE follows the steps indicated below.

1. The CSDE collects the following information:
 - date of complaint;
 - name and phone number of person making the complaint (information to be kept confidential);
 - person's involvement in the program, e.g., site supervisor, monitor, parent, child; and
 - the nature of the complaint.
2. The CSDE logs the information into the SFSP complaint tracking sheet.
3. The CSDE investigates the complaint with the sponsor.
4. The CSDE requests from the sponsor a written response to the complaint or a corrective action plan.
5. If a serious violation or irregularity has occurred, the CSDE conducts a review of the facility, site or program.
6. Once the complaint has been resolved, the CSDE follows up with the person who filed the complaint.
7. The CSDE maintains on file all evidence relating to such investigations and actions.

The CSDE shall inform the USDA regional office of any suspected fraud or criminal abuse in the SFSP that would result in a loss or misuse of federal funds. The USDA may make investigations at the request of the CSDE, or where the USDA determines investigations are appropriate.

CSDE SFSP Policies and Procedures

COMPLAINT PROCEDURES, continued

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, audiotape, 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.*

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For more information on SFSP policies, visit the CSDE's [SFSP Policies and Procedures](#) Web page or contact Caroline Cooke at caroline.cooke@ct.gov or 860-807-2144, Connecticut State Department of Education, Bureau of Health/Nutrition, Family Services and Adult Education, 25 Industrial Park Road, Middletown, CT 06457.

This document is available at www.sde.ct.gov/sde/lib/sde/pdf/deps/nutrition/sfsp/ppSFSPcomplaint.pdf.