

NEIGHBORIMPACT HEAD START & EARLY HEAD START

Policy & Procedure

Policy #: HS-14 Title: Civil Rights Complaint Section: Subpart D-Health Program Services	Approval Date: 5/8/2025 Procedure Revision Date: Most Recent Board Review: 5/8/2025 PC Approval Date: 10/17/2024
Forms Required: Civil Rights Complaint Form , Civil Rights Log , And Justice For All poster	
Performance Standards: 1302.44	Page 1 of 1

Policy: The U.S. Department of Agriculture (USDA) and the State of Oregon prohibit discrimination in all USDA programs and activities on the basis of race, color, national origin, sex, age, disability or reprisal or retaliation for prior civil rights activity. The Head Start & Early Head Start program participates in the USDA’s program through the Oregon Department of Education in the Child & Adult Care Food Program (CACFP) for reimbursement of food costs.

Purpose: Any person who believes he or she has been discriminated against in the Head Start & EHS program, based on race, color, national origin, sex, age, disability, or reprisal or retaliation for prior civil rights activity has the right to file a complaint. Complainants may choose to directly contact USDA with their complaint, they may notify the Head Start & EHS program of their complaint or they may contact NeighborImpact’s Section 504 Coordinator. Complaints must be filed as soon as possible with the NeighborImpact Section 504 Coordinator or within 180 days with the Head Start Program & EHS or USDA. All potential complaints, written or verbal, will be documented in the Civil Rights Complaint Log.

Procedure:

1. Staff will provide the complainant with the Oregon Department of Education Civil Rights Complaint Form to complete along with instructions on where the completed form can be delivered.
2. Staff will provide written contact information of NeighborImpact’s Section 504 Coordinator. Patty Wilson, the Human Resources Director, is our 504 Coordinator.
3. Staff who are contacted by the complainant will document their conversation regarding the Civil Rights complaint in Civil Rights Log and forward that documented conversation, to the Food Services Coordinator to document in the Civil Rights Complaint Log. When the Associate Food Services Manager is unavailable, documentation will be faxed to the Health Services Manager.
4. Complainants can return the Oregon Department of Education Civil Rights Complaint form to any Head Start & EHS supervisor or administrator, send it to the ODE, or send it to the USDA.
5. The Head Start & EHS program, through the Associate Food Services Manger, will forward all discrimination complaints to the Oregon Department of Education within three days of receiving the complaint form.
6. The Civil Rights Complaint Log will be kept in the Civil Rights Binder at each Site. The “And Justice for All” poster will be posted at each Site in clear view.
7. All staff will be trained on this Civil Rights Policy and Procedure annually.