

**HO'OKĀKO'O CORPORARTION
CHILD NUTRITION PROGRAM
CIVIL RIGHTS COMPLAINT PROCEDURE**

- I. PURPOSE: The Corporation and Schools are committed to equal rights and to resolving concerns and complaints in a manner in which all parties feel respectfully heard and understood. As a matter of policy retaliation against complainants is strictly prohibited. The Schools and Corporation shall attempt to keep information about complainants confidential to the extent possible; however the School and Corporation cannot guarantee total confidentiality (e.g., investigative process, grievance process, etc.)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the Corporation and Schools are prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the Corporation, School or the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

Ho'okāko'o Corporation does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, disability, or age in its programs and activities and provides equal access to all.

II. PROCEDURES:

1. Complaints regarding discrimination and/or civil rights violations shall be directed to the Corporation Executive Director in writing as soon as possible. The written complaint shall include all relevant dates, parties, and allegations. As appropriate, the Executive Director shall designate the appropriate Corporation Staff as fact-finding investigators to meet with all relevant parties and conduct the investigation.
2. The following person has been designated to handle inquiries regarding the non-discrimination policies:

David Y. Gibson, Executive Director
Ho'okāko'o Corporation
P.O. Box 11685
Honolulu, Hawaii 96828
(808) 983-3835
info@hookakoo.org

Complaints can be filed online with the Corporation Executive Director at <https://www.hookakoo.org/contact-us>.

3. Upon reviewing the fact-finding report, the Executive Director shall render a decision in accordance with the various collective bargaining agreements and state statutes. The Executive Director shall communicate back with the Complainant to inform him/her that the issue has been appropriately handled.
4. Complainant can also file a program discrimination complaint by completing Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:
 - mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
 - fax: (833) 256-1665 or (202) 690-7442
 - email: program.intake@usda.gov
5. A log is maintained of all civil rights complaints and maintained on file at the Corporation office.