

Summer Food Service Program (SFSP) Policies and Procedures for Complaint Procedures

Summer 2024

This policy is used by the Connecticut State Department of Education (CSDE) to comply with the U.S. Department of Agriculture (USDA) [SFSP regulations](#). If any part of this policy conflicts with the SFSP regulations or USDA memoranda, the federal regulations and memoranda shall take precedence.



As required by [7 CFR 225.7\(i\)\(2\)](#), the CSDE shall respond promptly to complaints concerning food service management company (FSMC) facilities. As required by [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. If the FSMC fails to correct violations noted by the CSDE during the review, the CSDE will notify the sponsor and FSMC that reimbursement must not be paid for meals prepared by the FSMC after a date specified in the notification.
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.

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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.

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For information on the SFSP, visit the CSDE's [SFSP](#) webpage or contact the [Summer Meals staff](#) in the CSDE's Bureau of Child Nutrition Programs, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841.

This document is available at https://portal.ct.gov/-/media/SDE/Nutrition/SFSP/SFSP_Policies_Complaint_Procedures.pdf.

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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 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.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.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:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: program.intake@usda.gov

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