

Shasta Union High School District (SUHSD)

Nutrition Services Department

Complaint Procedures Regarding Food or Service or Possible Civil Rights Violations

Food or Service Complaints

The Shasta Union High School District Nutrition Services Department strives to provide excellent customer service to all students, parents, guardians and all district employees as well.

With that in mind, if anyone is ever dissatisfied, disappointed or unhappy with any of our food or meals or quality of customer service, we would like to hear about it ASAP.

The best way to communicate any food or service related incidents is by emailing the Director of Nutrition Services, Fred Schafer at fschafer@suhsd.net or via telephone by calling him directly at 530-245-2628.

You can also cc/email our Central Kitchen Manager, Marci Loerzel at mloerzel@suhsd.net. Or you can call her directly at 530-245-2619.

In most cases either Fred Schafer or Marci Loerzel will respond to you within 24 hours except on weekends or holiday breaks.

Civil rights Complaint Procedures

If any student, parent or guardian ever feels that their civil rights have been violated by any SUHSD Nutrition Services Department employee(s) we want to hear about this immediately so that this situation can be properly and thoroughly addressed.

The best way to communicate any potential civil rights violation incidents is by emailing the Director of Nutrition Services, Fred Schafer at fschafer@suhsd.net or via telephone by calling him directly at 530-245-2628.

If he does not handle your complaint satisfactorily, then the next person to contact would be Jason Rubin, Assistant to the Superintendent, Human Resources. He can be reached at jrubun@suhsd.net or 530-241-3261 ext. 10510.

If Jason Rubin does not handle your complaint satisfactorily, you may contact Laura Lievense, Executive Assistant to the Superintendent Jim Cloney. Laura Lievense can be reached at llievense@suhsd.net or 530-241-3261 ext. 10512.

Before doing so though please review below what may constitute a civil rights violation.

Thank you for your support and participation in the Shasta Union High School District Nutrition Services Department. We greatly appreciate it!

Potential Discriminatory Behavior and/or Civil Rights Violations

Discriminatory behavior can sometimes be difficult to determine; therefore, it is important to keep in mind the protected classes for the CNPs when addressing potential discrimination. The following are

general examples of prohibited discriminatory behavior to help agencies and Complaint Coordinators have a clearer understanding (FNS Instruction 113-1, Page 24[XIV][A][1-4]):

- **Denying an individual or household the opportunity to apply for FNS (Food Nutrition Services) program benefits** or services on the basis of race, color, national origin, sex, age, or disability. CalWORKs and the Food Distribution Program on Indian Reservations (FDPIR) also prohibit discrimination on the basis of religion and political beliefs.
- **Providing FNS program services or benefits in a different manner on the basis of race, color, national origin, sex, age, or disability**, unless the difference is necessary to comply with nondiscrimination requirements, such as disability accommodations (this includes providing disability accommodations which includes dietary accommodation or physical assistance). CalWORKs and the FDPIR also prohibit discrimination on the basis of religion and political beliefs.
- **Selecting members for planning and advisory bodies in such a way as to exclude persons from membership on the basis of race, color, national origin, sex, age, or disability.** CalWORKs and the FDPIR also prohibit discrimination on the basis of religion and political beliefs.
- **Selecting FNS program sites or facilities in a manner that denies an individual access to FNS program benefits, assistance, or services on the basis of race, color, national origin, sex, age, or disability.** CalWORKs and the FDPIR also prohibit discrimination on the basis of religion and political beliefs.