

School Nutrition Program Civil Rights / Discrimination Complaint Policy

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Any student or family who believes that they have been discriminated on the basis of race, sex, religion color, national origin, sexual orientation or disability may file a complaint under this procedure. Making Waves Academy strictly prohibits any form of discrimination and will receive complaints.

Process for Receiving a Complaint

If a student or family has a Civil Rights or Discrimination complaint, the family should go to the Making Waves Academy front office at 4123 Lakeside Dr. Richmond, CA 94806. They should state that they would like to file a complaint regarding the school meal program. At this point, a member of the Making Waves Academy team will contact the Director of Operations who will receive and transcribe the complaint. The individual filing the complaint is encouraged to share the following information:

- What happened?
- When did it happen?
- Who was present?
- How would you like to see the complaint resolved?

Next Steps

Once the complaint has been transcribed, the Director of Operations will forward it to US Department of Agriculture by e-mail at program.intake@usda.gov.

Receiving Official

Making Waves Academy Director of Operations