

Complaint Procedure for Sponsored Day Care Centers

Any person who believes he or she has been discriminated against in the CACFP based on race, color, national origin, sex, age, or disability has a right to file a complaint within 180 days of the alleged discriminatory action.

Complainants may choose to directly contact Bright From the Start and/or USDA with their complaint, or you may notify the YES Inc. of your complaint. Child Care Centers can complete a *Civil Rights Complaint Form*. (See Attach) To complete and document all potential complaints in a *Civil Rights Complaint Log* . Please completes the *Civil Rights Complaint Form*, and return the completed form to Yes Inc., Bright From the Start or send it to USDA. YES Inc. will forward all discrimination complaints received to Bright From the Start, within three days. The Civil Rights complaint should contain the following information:

- Name, address,
- Telephone number (Center's are not required to provide this information)
- Specific location and name of entity delivering the service or benefit
- The nature of the incident, action or method of administration that led the Center to feel discriminated against.

YES Inc. will file and store all Complaints submitted by Child Care Centers at the main YES Office, located at 2321 Main Street, Tucker, GA 30084. The File be in a logged and Filed in the Complaint File. Centers must also maintain a copy of the complaint at the Center location.