

Bonita ESD School Meal Complaint Form & Procedures

This form is intended for the submission of complaints related to the school meal programs, including but not limited to the National School Lunch Program (NSLP). We are committed to ensuring the highest standards of nutrition and service in our meal programs and appreciate your feedback.

Date of Submission: [_____]

Your Information:

Name: [_____]

Relationship to School (e.g., Parent, Student, Staff): [_____]

Contact Information (Phone/Email): [_____]

Details of Complaint:

Date of Incident: [_____]

Location (e.g., specific school/site): [_____]

Description of Complaint (Please provide as much detail as possible, including the nature of the complaint, individuals involved, and any witnesses. Attach additional sheets if necessary):

Desired Outcome/Resolution:

Please describe what you would consider a satisfactory resolution to your complaint:

Signature: [_____] Date: [_____]

Submission Instructions: Please submit this completed form to the School Meal Program Coordinator via email at cwarner@bonitaesd.com, or the school office.

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Procedure for Processing Complaints

1. Receipt of Complaint:
 - a. All complaints received should be logged with the date of receipt, the complainant's name, and a brief description of the complaint. This log serves as an initial record and helps track the progress of the complaint resolution.
2. Acknowledgment:
 - a. Send an acknowledgment to the complainant within 5 business days of receiving the complaint, confirming it is being processed and providing an estimated timeline for resolution.
3. Investigation:
 - a. Assign the complaint to an appropriate staff member for investigation. This may involve interviewing involved parties, reviewing meal service records, or inspecting kitchen facilities and practices.
 - b. Ensure the investigation is thorough and respects confidentiality and privacy laws.
4. Resolution:
 - a. After investigation, determine the appropriate course of action. This may involve corrective actions within the meal program, such as changes in procedures, retraining of staff, or other measures to prevent recurrence.
 - b. Communicate the findings and actions taken to the complainant, ensuring transparency while respecting privacy and confidentiality.
5. Follow-Up:
 - a. Implement the corrective actions and monitor for effectiveness.
 - b. Follow up with the complainant to ensure satisfaction with the resolution and to provide additional feedback opportunities.
6. Documentation:
 - a. Keep detailed records of the complaint, the investigation process, the resolution, and any follow-up actions. These records are important for compliance with NSLP guidelines and for future reference in case of recurring issues or audits.
7. Review and Improvement:
 - a. Regularly review complaint patterns for insights into systemic issues or areas for improvement within the meal program.
 - b. Adjust policies, training, or procedures as necessary to enhance the quality and effectiveness of the school meal program.

This process and form should be made readily accessible to all stakeholders involved in the school meal program, ensuring a transparent and efficient system for addressing and resolving complaints.