

## Spring Hill Complaint Resolution Policy for Child Nutrition:

Spring Hill Child Nutrition is committed to open communication between our Food Service and parents.

If you feel that you have been discriminated against for any reason, the following procedures have been developed to handle complaints dealing with CN services and staff members. Complaints are to be directed to the CNU as directed below.

Filing a complaint (person with complaint does the following)

1. Gather all information related to the complaint.
2. Fill out the complaint form. Remember, being as specific as possible will help resolve the issue.
3. Send the complaint form to the Food Service Director's office at the address listed below.

Response to Complaint (FSD does the following)

1. Investigate and prepare a response to the complaint.
2. Ask the superintendent to review the complaint form and the prepared response.
3. Set an appointment with the originators of the complaint in order to resolve the complaint. The FSD will arrange this meeting within five(5) days after receiving the complaint.
4. If the complaint cannot be resolved by the FSD a meeting will be set up with the superintendent, FSD and concerned parties.
5. If the issue is still unresolved, the FSD will contact the state CNU for guidance.
6. Meetings with officials from the district may be scheduled in order to resolve the complaint. If steps are needed beyond the state level, the steps on the meal claim form will be followed.

Contact: Julie Allison, FSD @ Spring Hill School [870-722-7434]