

Customer Service and Handling Complaints in Child Nutrition Programs

Administrators and Food Service Directors

Develop a Civil Rights Complaint Process

- ⇒ Ensure you have developed and communicated a complaint process to your staff. Make sure they know where instructions are on how to file a complaint if you are asked. Also be sure they understand their role in receiving a complaint. Do they record the complaint themselves? Who would they notify that they had received a complaint?

Train staff on how to handle complaints and provide customer service

- ⇒ Understanding how to respond to complaints and providing good customer service is the key to ensuring everyone has equal access and positive interactions with school meal programs. Make customer service training a routine part of your professional development schedule.

Keep a complaint log

- ⇒ Keep a log of complaints that involve discrimination. A template of required information is available for your use.

All School Food Service Staff

Provide good customer service

- ⇒ Good customer service should be provided to anyone who comes into contact with school meal programs. Refer to your supervisor on how to handle different complaints you may receive.

Follow your schools reporting procedures

- ⇒ Refer to your supervisor for more information about how to handle any complaint you may receive. Most complaints will not involve discrimination, but should still be addressed by your department. Understand how common complaints and complaints of discrimination are handled so you can report them properly.