

# **Robert Lee ISD - Robert Lee Cafeteria**

## **CAFETERIA COMPLAINT PROCEDURE - STAFF POLICY**

Purpose: To ensure concerns related to school meals are handled promptly, respectfully, and consistently.

### **1. Submission of Complaint:**

- Complaints may be verbal or written using the Complaint/Comment Form.
- Staff must thank the individual and document the concern in the log.

### **2. Initial Response:**

- Manager acknowledges within 2 school days.
- Attempt to resolve simple issues immediately.

### **3. Investigation:**

- Review concern, inspect product/procedure/equipment.
- Investigation completed within 5 school days.

### **4. Resolution & Communication:**

- Document actions taken and notify complainant if applicable.

### **5. Escalation:**

- If unresolved, forward to Food Service Director or Administration.

### **6. Record Retention:**

- Logs and forms kept 3 years + current year.