

MEAL ACCOUNT DISPUTE POLICY

I. PURPOSE:

The purpose of this policy is to establish consistent meal account procedures throughout the district. The goals of this policy are:

- To establish a consistent district policy regarding disputed meal account charges and billing errors
- To encourage parent/guardian to assume the responsibility of monitoring account activity and communicating disputes with the Food Service Department.
- To support positive situations with district staff, district business policies, students, and parent/guardian to the maximum extent possible.

II. SCOPE OF RESPONSIBILITY:

1. Food Service Department
 - Responsible for maintaining charge records and notifying the school district of outstanding balances. The Food Service Department is also responsible for reviewing and correcting account disputes.
2. School District:
 - Responsible for supporting the Food Service Department in transparent accounting practices.
3. Parent/Guardian:
 - Responsible for monitoring account activity and communicating with the Food Service Department.

III. POLICY

1. Monitoring Student Accounts
 - a. Parent/guardians are responsible for maintaining accurate and up to date contact information in order to receive notices from the Food Service Department regarding negative balances. Contact information can be viewed in your student's Tigerview account under "Registration."
 - b. Parent/guardians can monitor meal history and account balance on MySchoolBucks by creating an account and adding your student(s) to your household.
2. Disputing Suspected Errors
 - a. Parent/guardians will have 30 days to dispute any suspected billing errors.
 - i. Billing disputes reported more than 30 days after the transaction date may not be eligible for review or adjustment.
 - b. Upon discovery of a suspected billing error, parents/guardians must notify the Food Service Department in writing, including the student's name, date(s) of the transaction(s) in question, and a description of the suspected error.
 - c. The Food Service Department will investigate the dispute and respond in writing within 10 business days.
 - i. Following review, the Food Service Department will provide written notification of its findings. If an error is identified, corrective action will be taken. If no error is found, an explanation of the findings will be provided.

3. Appeal Process

- a. If a parent/guardian disagrees with the findings of the Food Service Department, they may submit a written appeal to the Chief Financial Officer within 10 business days of receiving the determination.
- b. The Chief Financial Officer will review all documentation related to the dispute and provide a final written determination within 10 business days.

4. Billing Errors

- a. Fraudulent charges
- b. Charges made on the wrong date
- c. Charges for the incorrect amount
- d. Missing credit for return/payment
- e. Duplicate charges
- f. Charges assigned to the wrong student account
- g. Incorrect meal status (paid, reduced, free)

5. Student Account Safeguards

- a. The district utilizes multiple verification methods, including student identification numbers (PINs), student identification badges when applicable, point-of-sale software controls, and student photo identification to help ensure charges are applied to the correct account.