

SPRINGFIELD SCHOOL DISTRICT



FOOD SERVICE PROCEDURES

CIVIL RIGHTS COMPLAINT PROCEDURES

1. A parent or student of the district that believes That they have been discriminated against with respect to their participation in the National School Lunch Program may file a complaint via one of the following options:
 - A. By calling Mary McManus at 610-938-6040 to review your complaint and provide the basis for the complaint.
 - B. By email to mary.mcmanus@ssdcougars.org. Please provide the basis for the complaint and the specific issues that are in question. Also provide contact information so the district may follow up with the complainant.
2. All complaints that are filed with the district will be documented and include the elements of the complaint. All allegations received must be transcribed by the person receiving the complaint. All information will be provided to the complainant.
3. All complaints will be reviewed by the SFA Executive Director of Operations with the district Solicitor. Additional review will be completed by an outside agency including the U.S.D.A. and the PA Department of Education, Bureau of Budget and Fiscal Management, Division of Food and Nutrition if warranted.