

## MEAL ACCOUNT CHARGE 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 dispute of suspected billing errors.
- To encourage parents/guardians 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 parents/guardians to the maximum extent possible.

### **II. SCOPE OF RESPONSIBILITY:**

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

### **III. POLICY:**

1. Monitoring Student Accounts
  - a. Parents/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 may be viewed in your student's TigerView account under "Registration."
  - b. Parents/Guardians should monitor meal history and account balances on MySchoolBucks by creating an account and adding your student(s) to your household.
2. Disputing Suspected Errors
  - a. Parents/Guardians will have 30 days to dispute any suspected billing errors.
  - b. Upon discovery of any suspected billing errors, parents/guardians should contact the Food Service Department directly to report their findings.
  - c. The Food Service Department will respond within 10 business days with the corrective action taken.
3. Billing Errors
  - a. Fraudulent charges
  - b. Charges made on the wrong date
  - c. Charges for the incorrect amount
  - d. Missing credit for return/payment
4. Student Account Safeguards
  - a. PIN access
  - b. Badge scan access
  - c. Student photo identification