

# Special Diet Grievance Procedure

**Big Stone City School** is fully committed to meeting the needs of all participants on special diets for medical reasons. **Big Stone City School** is required to follow specific meal patterns as outlined by the United States Department of Agriculture. If we can accommodate the special diet request while staying within the meal pattern, no special authorities or signatures are required. If we are unable to accommodate the request while still serving all the required food items, the medical need must be documented by a recognized medical authority. Recognized medical authorities in the State of South Dakota include Physicians (MD or DO), Physician Assistants (PA), Certified Nurse Practitioners (CNP), and Certified Nurse Midwives (CNM). The decision to accommodate a special dietary request will be made by Shelly Anderson. While **Big Stone City School** goes to great lengths to accommodate special dietary requests there may be times when a special diet request is denied. Should this happen, follow the procedures below to appeal the decision.

When a verbal or written grievance related to the denial of dietary accommodation is received, the following actions will be taken.

1. The individual filing the grievance will be asked to put their concerns in writing. If this poses a problem for the individual, a verbal complaint may be accepted, but should be documented in writing by the person receiving the complaint. The individual filing the grievance must be given the opportunity to review the written complaint to ensure it has been accurately recorded.
  2. The information about the complaint will be immediately shared with **Shelley Haggerty** (*must be in a position of authority above the person who denied the request, and should not have been involved in the decision to deny the request*).
    - a. This notification will be done confidentially and will not be shared with other staff.
    - b. Note that the complaint must be communicated to this individual even before the written format is received (if first complaint was made orally).
    - c. **Shelly Anderson** will contact Child and Adult Nutrition Services ((605) 773-3414) for guidance.
- OR**
- c. **Shelley Haggerty** will alert a third neutral party trained in dispute resolution.
  3. The decision to deny the special diet request will be reviewed by **Shelley Haggerty, (504 coordinator)** within 1 calendar week of the date that the complaint was received. A final decision will be made within 15 calendar days of receipt of the complaint.
  4. Notice of the final decision will be issued in writing to the person filing the complaint. The decision may involve collecting additional documentation from a recognized medical authority should the decision be made to accommodate a special diet request that had previously been denied.
  5. Should the decision be to deny the special diet request, **Shelley Haggerty** will explain to the person filing the complaint of their right to file a complaint with the United States Department of Agriculture (USDA) and the

procedures for filing a complaint with the USDA. The current procedures can be found on the “And Justice for All” poster that is on display at **the Big Stone City School and the Little Lions’ Learning Center**.

- a. **Shelley Haggerty** will alert the staff at Child and Adult Nutrition Services ((605) 773-3414) about the complaint and the potential of a civil rights complaint being filed.
6. Pending a civil right complaint that may be or may have also been filed, this is the final decision.