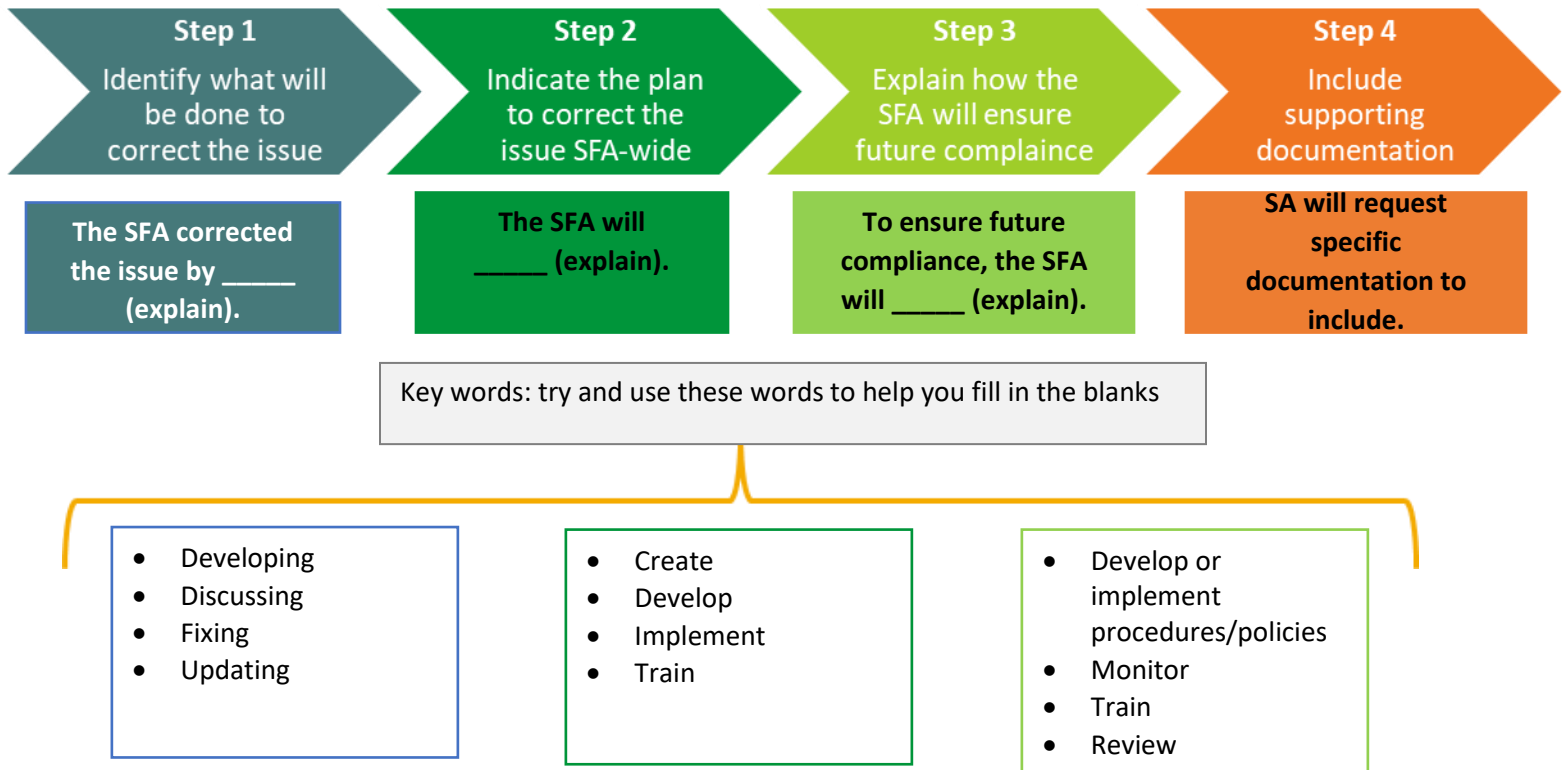


Corrective Action Response Guide

Administrative Review

Guide to Completing Corrective Action Responses



Corrective Action Response Examples

Example 1: The SFA does not have a procedure for receiving and processing complaints alleging discrimination within the FNS School Meals Program.

- ✓ **Step 1:** The SFA corrected the issue by developing a complaint procedure.
- ✓ **Step 2:** The SFA will implement the procedure in all schools.
- ✓ **Step 3:** To ensure future compliance, the SFA will review the procedure at least once annually to ensure compliance with current requirements.
- ✓ **Step 4:** Submit a copy of the SFA's complaint procedure.

Example 2: All lunch meals observed on the day of review counted for reimbursement did not contain all of the required meal components. The cashier did not understand offer vs. serve and ten students were counted as having a reimbursable lunch meal but had only selected two components.

- ✓ **Step 1:** The SFA corrected the issue by discussing offer vs. serve requirements with school staff.
- ✓ **Step 2:** The SFA will train all district cashiers on offer vs. serve requirements at the next staff meeting.
- ✓ **Step 3:** To ensure future compliance the SFA will train all cashiers on offer vs. service requirements annually and compliance will be monitored during on-site visits.
- ✓ **Step 4:** Submit documentation that includes the training date, topics covered and who attended.