

SOUTH WINDSOR PUBLIC SCHOOLS
DEPARTMENT OF FOOD SERVICES
161 Nevers Road ~South Windsor, CT 06074
860-474-1499

ACCOUNT MANAGEMENT – CHECK RETURN POLICY

The South Windsor Schools Food Services Department has the following policy as it relates to checks returned by the bank because of insufficient funds (NSF) or other issues with the bank:

- Upon notification from our bank of a returned check, a withdrawal from the student account equal to the NSF check amount plus the NSF handling fee of \$15.00 will be made.
- The manager will contact the parent on that date of the amount removed from the account and how much is owed to Food Services. The manager will also explain that the student affected will need to bring money to repay the negative amount on his/her account.
- All family accounts will be modified to prevent further checks from being accepted until the original issue is resolved. We will not accept checks, nor will a la carte snack purchases be made until the issue is resolved. When resolved, accounts will be unblocked so that checks can be received and snacks can be purchased once more.
- The district office of Food Services will send a letter to the parent notifying of the actions taken and the amount owed. Parents have 7 days from the date of the letter to contact our office to make repayment or discuss the issue. If no action is taken by the parent after this time, the problem will be referred to the principal's office for follow up.
- Repayments are due to the district office (or may be sent to the school kitchen marked accordingly) within 7 calendar days of the date of the letter. We will **not** accept a personal check– only cash, money order or bank check will be accepted.
- A family with 3 separate occurrences of insufficient checks returned to our office will be required to use cash only for the remainder of the academic year. One insufficient check affecting one or more children is considered one occurrence.
- In cases of repeated insufficient funds, we will also enclose an application for meal subsidy to the parent/guardian in order to provide an opportunity for the parent to apply for reduced price or free meals.
- While we cannot continue to allow a student to use funds that do not exist in their account, at no point will a child be refused a meal. The child's account will be charged the meal price per meal served while awaiting account repayment.
- School kitchen managers will be responsible for monitoring the repayment of the account and if not repaid after 7 calendar days, notifying the central food service office. If repayment has not been made after 2 communication attempts by our department, the Food Service Specialist or her designee will refer the matter to the principal's office.