

Appendix B

Complainant Role:	Reason for complaint:	Resolved / Ongoing	Additional Comments
Parent	Parent asked repeatedly for the menu and ingredient details from the school and supplier but had not received them. Needs to assess them for their child who is diabetic and needs to monitor their food intake carefully.	Resolved	10/02/21: email from parent asking for help to get access to the lunch menu because their child is diabetic and they need to monitor their food intake. They indicated they had asked for the menu but have not been able to get a copy of it. 10/2/21: response to advise her that we do expect menus to be available to students and whanau however we do not require them to provide a nutrition information panel for their menu. Email forwarded to liaise with the school and supplier to get a copy of the menu. 11/02/21: Email with a copy of the menu obtained from the Supplier. 24/02/21: Email advising lunch on that day was hot dogs and this was not on the menu. 25/2/2021: Email from school principal to clarify if menus need to be provided to students / whanau. 02/03/2021: Email to Principal to confirm discussion between MOE and Principal on how Principal had arranged to manage this situation. Parent has agreed to join a staff meeting to discuss her sons dietary requirements and agree how they will be managed going forward.
Principal	Low uptake - students who rejected in Term 4 2020 have not reengaged. Need for community education to get whanau to better appreciate what the programme is about and the benefits for them and their tamariki.	Ongoing - School implementing new approach, providers looking to modify menus following student feedback.	15/3/2021 - Email from Principal asking to meet to discuss continued low uptake in Term 1 despite moving to a new provider. 13/5/2021 - Two community sessions held at the school. Approximately 25 parents and students attended, as did the provider, MOE, and the Public Health nutritionist. Parents raised concerns to the caterer that the kai is too complex and not recognisable to the kids. Principal shared concerns about the quality and quantity of the food supplied, but also accentuated that the school needs the support of the community as regards to understanding and championing the programme. Supplier agreed to make revisions to its service to help increase the uptake.
Principal	Concerns raised regarding food quality of the lunches, portion size being too small for High School students, and poor presentation of the lunches on 2 consecutive days. Students who had previously consumed have begun to disengage from eating the lunches.	Ongoing - working with providers to improve through menu changes and improved quality/quantity monitoring.	24/3/2021 - during a monitoring visit the school raised serious concerns about the quality and quantity of the food they were receiving. A lunch was taken and assessed and found to be around half of the size recommended for a secondary student. Provider was phoned to discuss, and agreed to look into the quantities of food being supplied. 14/4/2021 - MOE attended a meeting with School and Supplier. Again concerns were raised about the quality and quantity of the food, again backed up by assessment detail. At this meeting the school asked for hot food options to be made available by week 6 of the following term. Supplier accepted the criticism of the food and said they would look into improvements. They also accepted the request for hot food options. 12/5/2021 -MOE asked to visit the school. Lunches were again assessed. Both quality, and quantity were again less than acceptable. 13/5/2021 - MOE met with Supplier who accepted that food was below acceptable standards. 20/5/2021 - Supplier submitted a plan to address issues raised by 4 schools. MOE asked for a strategic plan so that tactical changes made for 1 school would not impact others. 27/5 - MOE asked by school to attend a meeting with supplier to discuss hot food trial and outcomes. School concerned that none of the hot dishes passed their students' assessment. School also raised ongoing dissatisfaction with the daily lunches. No improvement had been noted. 2/6 - MOE introduced Public Health nutritionist to school staff. Staff again raised concerns about food and also about the lack of progress on hot food options. 23/6 - MOE met with supplier. Following up with visits to schools in week commencing 5/7/2021.
Principal	Concerns raised regarding food quality and quantity, and poor presentation of the lunch. Fruit received previous day was unusable. High risk as MOE is managing this school due to low uptake.	Ongoing - working with providers to improve through menu changes and improved quality/quantity monitoring.	24/3/2021 - during a monitoring visit, school discussed a ~60% uptake of their lunches. Some concerns were raised about the food. MOE asked about plans to address the uptake and Principal did not see it as needing to be prioritised over other school activity. Discussions around the food follow a similar path to another school. Both schools are ~1hour away from the kitchen. 12/5/2021 - Principal produced same lunch as another school which failed assessment.
Principal	Low uptake, low quality of service, high levels of school input needed to ensure special dietary needs were met accurately.	Resolved. Contract Terminated and engaged new suppliers beginning Term 1 2021	n/a
Parent	Child had food poisoning - parent says it was lunch from yesterday (17/11/2020)	Resolved - Ministry rang school and provider. No other issues reported. Spoke to Parent - invited him to visit kitchen, and outlined no other cases. They were happy.	18/11/2020 - Parent contacted MOE by phone to say their child had food poisoning the day before from the school lunches. MOE contacted Principal - no other students affected. MOE contacted provider - no other reports of illness. Offered to show parent around the kitchen. MOE contacted parent - he accepted that no others were ill, did not accept offer to tour the kitchen. Principal also contacted parent. No further issue.
Principal	School unhappy with the quality and quantity of lunches being provided. Fourth term delivery of lunches so not a teething issue.	Resolved	11/03/2021: MOE advised of concerns raised by School about the quality of the lunches and limited appeal of the menu. The school requested a new menu on 2 week rotation to be implemented urgently. Supplier requested MOE to attend a meeting arranged with the school to discuss their concerns. 15/03/2021: Meeting with School and Supplier to consider changes to how some meals are prepared (heated where possible) and presented. Principal was satisfied with the options proposed by the Supplier and happy to have them implemented as soon as possible.
Principal	School unhappy with the quality and quantity of lunches being provided. Fourth term delivery of lunches so not a teething issue.	Resolved	14/5/2021: Email from Principal asking how to exit contract with existing supplier due to complaints from children and families. Ministry called Principal that day to get clarity of the issues and to encourage the school to contact their supplier to discuss their concerns. 20/5/2021: Visited school and discussed concerns with Principal who had already met with supplier. Supplier was able to offer solutions for concerns raised and Principal willing to remain in the contract for now.