

## GRIEVANCE POLICY

Most problems are solved at \_\_\_\_\_ through open communication and finding out all the facts before making judgments. Individuals directly involved should always make the first attempt to solve any problem. If there are questions regarding the jobs and responsibilities of a staff person, please contact the Food Shelf Director.

The following procedure will be used to address concerns/complaints of clients, volunteers, or community members regarding the \_\_\_\_\_.

1. If a problem develops the individual and staff person together should informally attempt to resolve the problem.
2. If this proves unsuccessful, the complaint should be brought to the attention of the immediate supervisor.
3. If this proves unsuccessful, the individual should submit, in a reasonable time but no more than 30 days after the alleged occurrence, his or her complaint in writing to the \_\_\_\_\_ Director. The \_\_\_\_\_ Director must respond in writing to the individual within ten (10) working days.

Alternative means for filing complaints, such as personal interview or a tape recording of the complaint, will be made available upon request.\*

4. If the individual is dissatisfied with the response from the Food Shelf Director, he or she may appeal to the full Board of Directors of the \_\_\_\_\_ or their designated sub-committee.

The individual, either in person or through legal counsel or both, shall have the right to address the Board of Directors. The decision of the Board of Directors shall be final.

\* In an attempt to comply with ADA guidelines, \_\_\_\_\_ personnel will remain available to assist any person who, due to special needs or limitations, is not able to follow any or all of the above steps in the Grievance Policy.