



SECOND HARVEST
HEARTLAND

Grievance Resolution Procedure

Second Harvest Heartland Food Bank facilitates and oversees the partnership between grocery stores and member agencies. This relationship can be complicated and sometimes misunderstandings or problems may arise. The following is the grievance policy to resolve these issues. Note that complaints pertaining to these issues shall be made without fear of reprisal.

In many cases, complaints can be worked out directly with the store personnel. In cases where the issue cannot be resolved between the agency representative and the store employees, steps may be taken as follows:

1. First Step

Complaints regarding unfair service or poor food quality from the store the Agency is working with should be directed to the Manager of the agency that is picking up product.

2. Second Step

The Manager of the agency should work with the store department manager or store manager, as appropriate, to resolve the issue.

3. Third Step

If the Manager of the agency feels the issue needs SHH Food Bank's assistance, the Manager should contact Kate Mudge, Food Rescue Manager, at 651-209-7921, or kmudge@2harvest.org.

4. Fourth Step

If the Food Rescue Manager is unable to resolve the issue, a written complaint may be submitted by the Program Food Rescue Manager to corporate.

5. Final Step

If the issue is significant and a satisfactory resolution cannot be found, consideration will be made to end the relationship with the possibility of the agency being re-partnered with another store.