

Your Right to Make a Complaint

Second Harvest Heartland Food Bank is committed to maintaining an environment free from discriminatory behavior and provides an equal opportunity to serve food to all regardless of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistant program, or protected genetic information in employment or in any program or activity conducted or funded by the USDA.

Participant Roles (i.e. Clients, Agency Partners or other organizations working with the Food Bank):

- Participants have the right to make a complaint when they believe they may have been treated unfairly, unreasonably, or in a manner that constitutes discrimination or a harassment. All employees and food bank volunteers are required to treat participants with respect.
- If you file a complaint, food bank program participants (and agency partners with active partnership status and who meet all compliance requirements) may continue to receive services without interruption. In other words, the act of filing a complaint will not jeopardize the ability to get food or services from the food bank.
- A complaint can be filed verbally or in writing during office hours 8:00am – 4:30pm or by calling 651-209-7990 or 833-856-0149. The complaint can be made by the participant or by a family member of the participant or representative of organization working with the food bank. To make a complaint, please include the following information:

Date of complaint
Date/s incident/s occurred
Name of person giving complaint
Contact information of person giving the complaint
Description of incident/s

Food Bank Roles:

- Food bank employees and volunteers will not discuss your complaint with anyone, only persons directly involved with the investigation of the complaint will be informed.
- Second Harvest Heartland seeks to resolve participant complaints as soon as possible, but no later than 30 business days after the complaint has been made.
- You may be contacted in an attempt to resolve the issue by staff not involved in the incident. It is the food bank's goal to maintain fairness with participants in all situations.
- You will be sent, by mail, a copy of the complaint and the decision of the investigation and/or the resolution of the issue within 30 days.
- If you do not agree with the decision, you may appeal to the Board of Directors and/or CEO.

Or you may contact: Courteney Roessler
TEFAP Manager
courteney.roessler@state.mn.us
651-431-6309