



## Grievance Procedures



### Agency/Food Bank Grievance

If your agency has a complaint or experiences a problem with the North Texas Food Bank (NTFB), please contact Brad Wendling, the Senior Manager of Program Services with details of the grievance and every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Senior Manager of Program Services will present the matter to the Chief Operating Officer, Paul Wunderlich and/ or the Chief Executive Officer, Jan Pruitt. In such cases, one of the following outcomes may result:

1. The COO or CEO will issue a decision and then notify the Member Agency's Executive Director of the decision.
2. The CEO will call a meeting of the Executive Committee of the NTFB where they will make a decision and then notify the Member Agency's Executive Director of the decision.
3. All grievances made against the food bank will be placed on file at the food bank for at least 3 years and 90 days.

### Client /Agency Grievance

If a client in your service area has a grievance with your agency, the client has the right to contact your Agency governing board, the North Texas Food Bank and the USDA. You may reference the Grievance Policy that is found in your Member Agency Handbook.

If the client is not satisfied with the decision of the governing board of the agency, the client can contact the NTFB's Agency Relations Team and file a complaint. Agency Relations will then record the complainant's information and contact the Member Agency to gather additional information. The objective and obligation of the NTFB is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as followed:

1. After a reasonable deliberation, the food bank will contact your agency notifying you of the complaint and of any information compiled during the NTFB investigation.
2. If no wrongdoing is found with your agency, the food bank will contact the complainant and explain the investigation by the NTFB, as well as the decision.
3. If wrongdoing on the part of the Agency is found, the Agency will receive a written response from the NTFB citing the outcome the investigation and will stipulate the corrective action(s) that must be taken by the Agency.
4. All client grievances against an Agency should be documented and remain on file at the Agency for at least 3 years and 90 days.
5. All client grievances reported to the NTFB will be kept in the Agency's permanent file.

### NTFB/Agency Grievance

If the Food Bank notices or believes there to be an issue with an issue with an Agency, we will follow the Client/Agency procedures to resolve the issue.

### Agency/ Client Grievance

If your Agency has a grievance against a client, then a record of the incident should be kept at the Agency for at least 3 years and 90 days. The NTFB will ask to see this record in the instance that a client of the Agency seeks to issue a complaint with the NTFB against that Agency.

The NTFB advises completing a form for instances including but not limited to:

1. Physical and /or verbal confrontations
2. Removing someone from the premises
3. Refusing service to a client either temporarily or permanently