



GRIEVANCE POLICY AND PROCEDURES

Grievances against Care and Share Partner Agencies:

1. Care and Share Food Bank must respond to complaints by the public about any Care and Share Partner Agencies.
2. The Senior Regional Manager will notify the Agency by telephone of the specific complaint received.
3. The phone conversation will be followed by a letter or a visit to the Agency by the Care and Share representative.
4. In the case of a complaint of a serious nature Care and Share staff may arrive unannounced at a site to establish the validity of the complaint.
5. The results of any investigation and subsequent recommendations will documented in the Agency's file. The Agency will be notified in writing of the conclusions and any actions to be taken.

Grievances against Care and Share Food Bank:

1. A Partner Agency may submit a written statement of grievance addressed to the Programs Director. The statement must include the reasons for the grievance, pertinent facts, and what the Agency believes would be an acceptable solution to the problem.
2. The Programs Director, following study and recommendation from the Care and Share staff, will determine the plan of action and decision on the grievance within ten working days of receiving the grievance letter. The Agency will be notified in writing of the decision.
3. The Partner Agency may appeal the decision to the Care and Share President/CEO. The decision of the President/CEO is final.
4. An Agency will not be discriminated against, harassed or suffer any reprisals by Care and Share Food bank as a result of filing a grievance.

(Signature) Executive Director, Pastor, Etc.

(Date)

(Print Name)