

Community Food Bank, INC.

GRIEVANCE PROCEDURES

The Community Food Bank works through social service agencies to a great extent. If a client has a problem with a Social Service Agency, that client should pursue the grievance procedure of that participating agency.

However, if a client or agency has a complaint explicitly with the Community Food Bank's policies or procedures, the following guidelines should be followed:

CLIENTS

1. The grievance should be discussed with the Program Manager responsible for the program in which the problem occurred within 3 working days of the occurrence.
2. If there can be no satisfactory resolution with the Program Manager, the grievance should be submitted *in writing*, within 5 working days from the date of the resolution of the Program Manager, to the CEO of the Community Food Bank who will decide the issue within 3 working days.
3. If the client is not satisfied with the decision of the CEO, the grievance should be submitted *in writing*, within 5 working days from the date of the resolution of the CEO, to the assistant to the CEO for consideration of the Board of Directors of the Community Food Bank who shall decide the issue within 60 days.
4. If the client is still not satisfied with the resolution of the grievance, he or she may submit the grievance in writing, to the funding agency of that program, such as the Arizona Department of Economic Security, Department of Health Services.

AGENCIES

1. The grievance should be discussed with the Program Manager responsible for the program in which the problem occurred within 3 working days if the occurrence.
2. If there can be no satisfactory resolution with the Program Manager, the grievance should be submitted *in writing*, within 5 working days from the date of the resolution of the Program Manager, to the CEO of the Community Food Bank who shall decide the issue within 3 working days.
3. If the agency is not satisfied with the decision of the CEO, the grievance should be submitted *in writing* within 5 working days from the date of the resolution if the CEO, to the assistant of the CEO for the consideration of Executive Committee of the board of Directors of the Community Food Bank who shall decide the issue within 60 days.
4. If the agency is still not satisfied with the resolution of the grievance, it may submit the grievance *in writing*, to the funding agency of this program, such as the Arizona Department of Economic Security, Arizona Department of Health Services.