



Grievance policy and procedures

Agency/Food Bank Grievance

If your agency has a complaint or experiences a problem with the North Texas Food Bank (NTFB), please contact the Sr. Manager of Partner Agency Resources 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 Sr. Manager of Partner Agency Resources will present the matter to the Executive Vice President and/ or the Chief Executive Officer as an appeal on behalf of the agency. In such cases, one of the following outcomes may result:

1. The EVP or CEO will issue a decision and then notify the Partner 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 Partner 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.

The decision of the CEO or the Executive Committee of the NTFB is the final word on the disposition of the grievance by an agency.

Client /Partner Agency Grievance

If a client in your service area has a grievance with your agency, the client has the opportunity and right to contact the governing board of your agency to appeal the decision.

If the client is not satisfied with the decision of the governing board of the agency, the client can contact the NTFB's Partner Agency Resources Team and file a complaint. Partner Agency Resources will then record the complainant's information and contact the Partner 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 follows:

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 of 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.

The decision of the NTFB is the final word on the disposition of the grievance by a client.

Partner 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. 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:

Physical and/or verbal confrontations

Removing someone from the premises

Refusing service to a client either temporarily or permanently

*Under each category listed above, there is an opportunity to appeal any decision onetime only

*There will be no retaliation by any parties during the grievance process

To Report Fraud and Misuse of USDA Foods

Partner Agencies must immediately report suspected fraud or misuse of USDA Foods to TDA. Include information on the amount of USDA Foods involved, location of the incident, suspected parties, and other details and facts. The Texas Department of Agriculture may be contacted at the Dallas/Ft. Worth Community Operations Office.

By phone: 817-321-8100 or 817-321-8101

By fax: 888-223-9037

By mail: Texas Department of Agriculture
Food and Nutrition (F&N)
1501 Circle Drive Suite 155
Fort Worth, TX 76119

Ethics and Compliance Hotline

In an effort to be more authentic and transparent, the North Texas Food Bank has selected EthicsPoint to provide Member Agencies, clients, volunteers and NTFB employees a simple way to anonymously and confidentially report activities that may involve violations of the Food Bank's Code of Conduct, criminal conduct or other unethical behavior by the Food Bank or its Member Agencies. The Ethics and Compliance Hotline operates 24 hours a day, 7 days a week and is run by an independent, third-party provider called EthicsPoint.

To file a report/complaint to Ethics Point follow these directions:

Over the Phone

Call toll-free reporting number, 877-237-8219

Via the Web

Select "Make a Report" at the following address: <http://www.ethicspoint.com>

Please note: This does not replace contacting the Food Bank to raise any issues or complaints, but is an additional tool to ensure that all issues are addressed.