



DOROTHY DAY

FOOD PANTRY

GRIEVANCE POLICY

Most problems are solved at Dorothy Day Food Pantry through open communication and finding out all the facts before making judgments. Individuals directly involved should always make the first attempt to solve any problem. If there are questions regarding the jobs and responsibilities of a staff person, please contact the Food Shelf Director.

The following procedure will be used to address concerns/complaints of clients, volunteers, or community members regarding the Dorothy Day Food Pantry.

1. If a problem develops the individual and staff person together should informally attempt to resolve the problem.
2. If this proves unsuccessful, the compliant should be brought to the attention of the Pantry Manager at (218)656-7603.
3. If this proves unsuccessful, the individual should submit, in a reasonable time but no more than 30 days after the alleged occurrence, his or her complaint in writing to the Nutrition Services Director. The Nutritional Services Director must respond in writing to the individual within ten (10) working days.
(218)656-7386

Alternative means for filing complaints, such as personal interview or a tape recording of the complaint, will be made available upon request.

4. If the individual is dissatisfied with the response from the Food Shelf Director, they may appeal to the Executive Director at the Parent Organization, Churches United. www.chuches-united.org

The individual, either in person or through legal counsel or both, shall have the right to address the Executive Director. The decision of the Executive Director shall be final.

* In an attempt to comply with ADA guidelines, Dorothy Day Food Pantry personnel will remain available to assist any person who, due to special needs or limitations, is not able to follow any or all of the above steps in the Grievance Policy.

*The Dorothy Day Food Pantries are Partner Agencies of the;
Great Plains Food Bank, 1720 3rd Ave N., Fargo, ND 58102, (701) 232-6219,
(701) 232-3871, info@greatplainsfoodbank.org*