**Complaint Procedures**

* We learn on the yearly Civil Rights Training Course that we must provide the clients with the information needed to take care of a complaint if needed.
* TDA requires that sites distributing TEFAP products have documented procedures for handling client complaints, and that site staff and volunteers are familiar with complaint procedures.
* For this reason, BVFB requires all partner agencies to have an internal written procedure for client complaints. These procedures must be shared with Agency volunteers/employees and your Governing Body.

* These procedures must be displayed in the food distribution area and must include in writing the names and contact information for who the complaint should be made to, how the complaint should be made and the time frame of when the client should expect to be contacted with a resolution.

* BVFB should ***not*** be the first point of contact for client complaints**.**

**(see TEFAP Handbook, Sec 6, Civil Rights, “Complaints”)**

***\*BVFB should be notified of all civil rights complaints within 3 business days of the initial complaint. Any complaint involving discrimination based on race, color, national origin, sex, disability or age qualifies as a civil rights complaint.***

**See example on next page. Please ensure there is a date on the document for filing purposes.**

**Sample Posted Complaint Procedure**

**Date:**

If you wish to file a complaint against ‘X Agency’, for any reason, you may do so by contacting:

**John Doe** (Name of individual taking complaints at your agency)

[**email@email.org**](mailto:email@email.org)

**999-999-999**

**123 W Sunny Dr**

**Bryan, TX. 77802**

Complaints must be made in writing. Please do so by email or handwritten letter.

Once your complaint has been filed, ‘X Pantry’ will review the complaint within three (3) business days. From there, the complainant will be contacted within five (5) business days to pursue a resolution to the issue.