**Your Right to Make a Complaint**

**The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Food Shelf is committed to maintaining an environment free from discriminatory behavior and provides an equal opportunity to serve food to all participants regardless of** **race, color, religion, creed, sex, age, marital status, familial status, disability, status with regard to public assistance, sexual orientation, and national origin.**

***Participant Roles:***

* Participants have the right to make a complaint when they believe they may have been treated unfairly, unreasonably, or in a manner that constitute discrimination or a harassment. All employees and food shelf volunteers are required to treat participants with respect.
* If you file a complaint, you may continue to receive services at the same location without interruption. Food shelf employees and volunteers will not discuss your complaint with anyone, only persons directly involved with the investigation of the complaint will be informed.
* A complaint can be filed verbally or in writing during office hours \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_or by calling \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The complaint can be made by the participant or by a family member of the participant. To make a complaint, please include the following information:

Date of complaint

Date incident occurred

Name of person giving complaint

Contact information of person giving the complaint

Description of incident

***Food Shelf Roles***

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Food Shelf seeks to resolve participant complaints as soon as possible, but no later than 30 business days after the complaint has been made.
* You may be contacted in an attempt to resolve the issue by staff not involved in the incident. It is the food shelf’s goal to maintain fairness with participants in all situations.
* You will be sent, by mail, a copy of the complaint and the decision of the investigation and/or the resolution of the issue within 30 days.
* If you or your family member do not agree with the decision, you may appeal by submitting a copy of the complaint and a letter requesting an appeal to the Food Shelf Board at:

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Or you may contact:

Courteney Roessler Amy Doyle

TEFAP TEFAP

[courteney.roessler@state.mn.us](mailto:courteney.roessler@state.mn.us) [amy.doyle@state.mn.us](mailto:amy.doyle@state.mn.us)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.  Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf), (AD-3027) found online at: [How to File a Complaint](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture   
   Office of the Assistant Secretary for Civil Rights   
   1400 Independence Avenue, SW   
   Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.