

St. Mary's Food Bank maintains the following policies and procedures regarding complaints and grievances:

Grievances Against Partner Agencies

- SMFB must be notified immediately of significant grievances that agencies have or receive, including food safety concerns.¹
- SMFB will respond to complaints by the public regarding any SMFB partner organization and/or program host sites.²
- The partner organization will be notified of any specific complaint received regarding their operations. Depending on the nature and severity of the complaint, SMFB may conduct an unannounced visit to the agency.³
- The results of any investigation and subsequent recommendations will be documented in the agency file. The agency will be notified in writing of the conclusions and any actions to be taken.⁴
- The partner organization will use a Complaint Log to record client complaints or opportunities for complaints. Partners may reference the Complaint Log for context to grievances that arise.⁵
 - Complaints that may simply be logged, but not reported to SMFB, might include: long lines, limited quantities of an item, etc.
 - Complaint Logs must be kept on site for 5 years.
 - Use the Complaint Log as a tool to track complaints to better improve the site's operations.

¹ CHRP Manual (2022), page 25-26

² CHRP Manual (2022), page 25-26

³ CHRP Manual (2022), pages 25-26

⁴ CHRP Manual (2022), page 26

⁵ CHRP Manual (2022), pages 25

Grievances Against SMFB

- Agencies may voice concerns or appeal any decision made by SMFB personnel. Send concerns in writing to the SMFB Chief Programs Officer at 2831 N. 31st Ave. Phoenix, AZ 85009. The statement must include the reasons for the grievance, pertinent facts, and a recommended resolution.
- The grievance will be assessed, and the CPO will determine the plan of action. The agency will be notified in writing of the decision.

Food Safety Complaints

- Agencies must immediately address claims of food borne illness or unsafe food by:
 - Stopping use of the product in question and labeling it to prevent further distribution or use. If the product is perishable, place it in a cooler or freezer to preserve its current condition.
 - Contacting your Agency Services Representative right away with the invoice number and starting and ending order quantity.
 - Documenting dates on products, condition, and temperature of storage and distribution areas.
 - Taking a picture of the product and its condition at the time of the issue.

When in doubt, don't give it out!