

Food Bank of Northwest Louisiana Partner Organization and Client Grievance Procedures



Partner Organization Grievance

If a partner organization has a complaint or experiences a problem with the Food Bank of Northwest Louisiana, please contact the Food Bank's Director of Programs to discuss the details of the grievance. The Director of Programs will make every effort to resolve the matter, fair and equitably; however, within the Food Bank's policies and procedures.

If unable to resolve the grievance, the Director of Programs will present the matter to the Food Bank's Executive Director. One of the following will take place:

- The Executive Director will call a meeting with the Director of Programs to hear the matter. The Executive Director can request additional information related to the matter by requesting partner organization attend a meeting. Executive Director will render a decision. Director of Programs will notify Partner Organization of the decision.
- The Executive Director will render a decision. The Director of Programs will notify Partner Organization of the decision.

The decision of the Executive Director is the final word on the disposition of the grievance by the Partner Organization.

Client/Partner Organization Grievance

If a client has a grievance with your organization, this is referred to a "Client Complaint" and should be handled directly by your organization. However, client has the right to be heard and the organization should follow their policy and procedure to handle a client complaint.

If the client is not satisfied with the decision of your organization, and nature of complaint is directly related to the Food Bank of Northwest Louisiana, then the client may contact the Food Bank and file a complaint. The Food Bank's Director of Program will screen the complaint to determine whether it is a partner organization program complaint or a Food Bank complaint. If applicable, the Food Bank Director of Programs will record the complaint and contact your organization to gather additional information. The objective and obligation of the Food Bank is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all.

The decision of the Executive Director is the final word on the disposition of the grievance by the client.

Your patience and cooperation are requested as we seek to resolve any misunderstandings and disagreements.

The Food Bank of Northwest Louisiana can be contacted by using the following methods:

Phone: 318-675-2400

Fax: 318-675-2440

E-mail: info@foodbanknla.org

Mail: Food Bank of Northwest Louisiana, 2307 Texas Avenue, Shreveport, Louisiana 71103