



Complaint Procedures for Partner Agencies

1. Complaints should be handled by your Director for you food program.
2. Follow the procedures flow chart below.
3. Be courteous and respectful of person giving complaint.
4. Listen to the entire complaint before speaking.
5. Determine the type of complaint ~

Civil Rights ~

a violation of persons race, color, national origin, sex, age or disability

General Complaint ~

is anything else that is not listed above

6. All complaints are to be handled immediately following this flow chart :

