

## Your Right to Make a Complaint

The Stevens County 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: M 2:30-3:30 p.m., T,W,F 10:30-11:30 a.m., Th 5:30-6:30 p.m. or by calling 320-589-7436. 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

- The Stevens County 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:

Stevens County Human Services  
Attention: Liberty Sleiter  
400 Colorado Avenue, Suite 104  
Morris, MN 56267  
Phone: 320-208-6600

Or you may contact:  
Courteney Roessler  
TEFAP Manager  
courteney.roessler@state.mn.us  
651-431-6309