



Emergency Feeding Program of Seattle & King County CLIENT GRIEVANCE PROCEDURE

~SERVICE COMPLAINTS~

As a person using the Emergency Feeding Program of Seattle & King County, you are entitled to expect that:

- 1) you will be treated with dignity and respect by all staff and volunteers;
- 2) you will be provided services in a non-discriminatory manner, without bias due to race, sexual orientation, color, religion, sex, age, national origin, citizenship, ancestry, physical or mental handicap, marital status, or because such person is a recipient of federal, state or local public assistance, or disabled Vietnam era veteran;
- 3) you can report complaints without fear of services being stopped or reduced, and without fear of mistreatment.

If you have a problem at the referral agency or food distribution site with a volunteer or have other service concerns, you have a right to speak to the distribution site or referral agency supervisor, or by calling the Emergency Feeding Program of Seattle & King County at 206/329-0300.

If you have a problem with a staff member, you are encouraged to attempt to resolve the problem directly with the staff member involved. If this is not possible, you have the right to speak with Arthur R. Lee, Executive Director of the Emergency Feeding Program of Seattle & King County at 206/329-0300.

If you cannot reach a satisfactory resolution through one of these mechanisms, your complaint can be forwarded to the Board Chair of the Emergency Feeding Program of Seattle & King County at 206/329-0300 or by contacting Fe Arreola, Food Programs Specialist for the City of Seattle Human Services Department at 206-684-0281.

~FOOD COMPLAINTS~

We obtain most of our food from a wholesale food buying service; however, much is also donated by businesses and private individuals. Efforts have been made to sort through this food and dispose of any food products determined to be unusable. If you have a complaint regarding the food you have received, please notify Sam Osborne at 206/329-0300, who will attempt to determine the source so that any problems can be brought to the attention of both the donor and the people responsible for sorting through it.