

You Have a Right to Make a Complaint

This TEFAP provider is committed to maintaining an environment free from discriminatory behavior and provides an equal opportunity to serve food to all participants regardless race, religion, disability, national original, sex, marital status, familial status, age, sexual orientation, gender identity, or reprisal or retaliation for prior civil rights activity

Program Participants' Rights and Roles:

Participants have the right to make a complaint when they believe they may have been treated unfairly, unreasonably, or in a manner that constitutes discrimination or 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.

Complaints can be made by the participant or by a household member of the participant.

1. A complaint can be filed verbally or in writing to this food shelf during office hours of _____ or by calling _____.
2. If the complaint is not addressed to the satisfaction of the participant, a secondary complaint may be filed with to the Food Bank, _____, at _____.
3. If satisfactory action is still not taken, complaints may also be submitted to the Minnesota Department of Human Services, Office of Economic Opportunity: MNTEFAP.DHS@state.mn.us
4. A complaint can also be filed with the MN Food HelpLine 1-888-711-1151

Please include the following information in your complaint:

- Date of complaint
- Date incident occurred
- Name of person giving complaint (optional)
- Contact information of person giving the complaint (optional)
- Description of incident

TEFAP Provider Roles and Responsibilities

- _____ 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:

USDA Nondiscrimination Policy

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.