

Grievance Procedure

for Darrington Food Bank

As a person using the Darrington Food Bank, 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 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 food bank with a volunteer or have other service concerns, you have a right to speak to the Food Bank Director, Adrienne, at the Food Bank or by calling 360-631-1749.

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 the Food Bank Director (see above).

If you cannot reach satisfactory resolution through one of these mechanisms, your complaint can be referred to admin@darringtonfoodbank.com. Thank you.

Food Complaints

We obtain some of our food from VOA, Northwest Harvest, Food Lifeline, and government commodities, however the majority of our food is 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 Darrington Food Bank at (360) 631-1749, who will 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. Thank you.