Grievance Resolution Procedure

Second Harvest Heartland facilitates and oversees the Food Rescue relationship between retailers and partner agencies. This relationship can be complicated and sometimes misunderstandings or problems arise, so we want to ensure that our partners feel comfortable raising concerns. Below is a grievance procedure to resolve these issues. Know that complaints pertaining to these issues shall be made without fear of reprisal.

In many cases, complaints can be worked out directly with the store personnel. In cases where the issue cannot be resolved between the agency representative and the store employees, steps may be taken as follows:

**Step 1:** Work with the store department manager or store manager, as appropriate, to resolve the issue.

**Step 2:** If this proves unsuccessful, inform your Food Rescue Specialist so that they may attempt to solve the issue.

**Step 3:** If this proves unsuccessful, you or the Food Rescue Specialist may inform Katie Bull, Food Rescue Programs Manager, at 651.368.2136 or kbull@2harvest.org.

**Final Note:** If Second Harvest Heartland feels the issue is significant and a satisfactory resolution cannot be found, consideration will be made to end the relationship. Likewise, if the Agency Partner deems the Food Rescue relationship is no longer a good fit, the Agency may discontinue the partnership at any time, preferably with a 30 day notice.