

## **Non-Discrimination Policy & Discrimination Complaint Procedure Instructions for Food Bank of North Alabama Affiliated Agencies**

All partners of the Food Bank are required to have two things related to non-discrimination practices:

- (1) A non-discrimination POLICY; and
- (2) A discrimination COMPLAINT PROCEDURE.

These steps ensure that food from the Food Bank is *given out for free to the ill, needy and children based solely on eligibility.*

We have provided **a template** on the attached page to assist you with your POLICY and COMPLAINT PROCEDURE.

- On the **FRONT page** is a **template** for a NON-DISCRIMINATION POLICY.
- On the **BACK page** is a **template** for a DISCRIMINATION COMPLAINT PROCEDURE.

**For your convenience you can fill out your agency's details on the following templates.**

The wording of your policies and procedures can resemble the templates to ensure you have all the required information; however, you can adapt them to fit your organization.

**PLEASE SEND A COPY OF YOUR POLICY AND PROCEDURE to**  
**[communityrelations@fbofna.org](mailto:communityrelations@fbofna.org) or FAX: 256-539-1437.**

Representatives of food donors through Feeding America will inspect the FOOD BANK OF NORTH ALABAMA to make sure the FOOD BANK has your POLICY & PROCEDURE on file.

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## **Non-Discrimination Policy**

**Insert your Agency's Name:** \_\_\_\_\_ agrees that it will not engage in discrimination, in the provision of service against a person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran, reprisal, and where applicable, political beliefs, familial or parental status, if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment.

We will handle discrimination complaints from program participants in the following manner.

**STEP ONE:** Any program participant who feels they have been a victim of discrimination or denied equal access are encouraged to discuss the problem with the program supervisor.

**STEP TWO:** The second step is to file a written complaint with the Executive Director of the program. The Executive Director will then have 5 working days to investigate the complaint and meet with the parties involved to resolve it.

**STEP THREE:** If the complaint remains unresolved, the Executive Director will turn over the complaint to the Board of Directors who will initiate their policy on addressing these types of issues.

**STEP FOUR:** If the matter remains unresolved, the program participant can file a discrimination complaint with:

Agency and Community Relations Manager  
Food Bank of North Alabama  
PO Box 18607  
Huntsville AL 35804  
PH: 256-539-2256 ext. 103

***PLEASE SEE THE OTHER SIDE OF THIS PAGE***

Insert the Agency's Name: \_\_\_\_\_

Insert the Agency's Address: \_\_\_\_\_  
\_\_\_\_\_, AL \_\_\_\_\_

Insert the Agency's Phone No. \_\_\_\_\_

**PROCEDURE FOR FILING DISCRIMINATION COMPLAINTS**

**Step One:** Discuss problem with \_\_\_\_\_  
(Program Supervisor)

**Step Two:** Submit a written complaint to \_\_\_\_\_  
(Ex. Director or Organization Leader)

Program Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_  
\_\_\_\_\_

**Step Three:** File a complaint of discrimination (including a copy of your written complaint to the agency) to:

Agency and Community Relations Manager  
Food Bank of North Alabama  
PO Box 18607  
Huntsville AL 35804  
PH: 256-539-2256 ext. 103

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