

Second Harvest Food Bank of Central Florida
TEFAP Client Complaint Process

Any person alleging discrimination based on race, color, national origin, sex, age, or disability has the right to file a complaint within 180 days of the alleged discriminatory action.

Complaints may be received in writing or verbally and must be processed within the time frames established by the USDA. While the complainant may not be required to file the complaint in writing, the complaint must be in writing in order to be forwarded to the USDA. Therefore verbal complaints must be written down and every effort should be made to obtain the following information from the complainant:

1. Name, address and telephone number of the complainant.
2. Name, address and telephone number of the person discriminated against if different from the complainant.
3. The name and address of the agency or entity that discriminated. Name and address of the individual that discriminated, if known.
4. The nature of the incident or action that led the complainant to feel there was discrimination.
5. The basis on which the complainant feels discrimination exists (race, color, national origin, sex, age, disability, or religion).
6. The names, titles and addresses of persons who may have knowledge of the discriminatory action.
7. The date when the alleged discriminatory action occurred, or, if continuing, the duration of such actions.

Pursuant to USDA Policy Memorandum 251.10-01, Second Harvest must report all civil rights complaints to the USDA within three (3) working days of receiving the complaint.

Complaint Timeline

Day 1: Day of complaint filing.

Information about the client complaint must be recorded. Complaints can be either written or verbal. Complainant has 180 days from the incident to report the discrimination.

Day 3: Filing Deadline

The recorded complaint must be mailed to:

USDA Civil Rights Office
61 Forsyth St., SW Rm, 8T36
Atlanta, GA 30303-3415

The recorded complaint must be copied to:

Bureau of Food Distribution
407 S Calhoun Street (M39)
Tallahassee, FL 32399-0800

Day 4+: Investigation

USDA Compliance officers will contact all three parties (Second Harvest, complainant, agency) and seek voluntary compliance in order to resolve the discrimination. If voluntary compliance is not reached, the sub-distributor's USDA contract will be revoked.

TEFAP Client Complaint Form

Your Name (please print): _____

Address: _____

Telephone Number: _____ Mobile Number: _____

Email Address: _____

(If different from Above)

Name of Discriminated Against Party: _____

Address: _____

Telephone Number: _____ Mobile Number: _____

Email Address: _____

Name of Agency that discriminated: _____

Address of Agency: _____

Name of Person who discriminated against you: _____

Nature of the Incident: _____

Basis of the complaint: _____

Suggested remedy of Complaint: _____

Witness(s) to the alleged discrimination: _____

Date of Incident: _____

Incident reported to: _____

Client Signature: _____ Date: _____