

## Friends Against Abuse Complaint Form

Date:

Name:

Mailing Address:

Phone:

What happened to cause you to be dissatisfied?

Received by:



### **Complaint Procedure:**

- Call FAA at 218-285-7220 or 1-800-344-3264 and express their concerns to a FAA staff person. If the staff person is unable to resolve the issue satisfactorily the complainant will be directed to the Executive Director. The matter be addressed within three (3) business days.
- If the Complainant is still unsatisfied he or she will be directed to come into the FAA office and fill out the “Complaint Form”. This form must be completed by the person making the complaint. Additional documentation can accompany this form. The form and any accompanying documentation will be directed to the Executive Director and the FAA Board Chair to resolve within seven (7) business days.
- If the complainant is still unsatisfied by the efforts of the Executive Director and the Board Chair the matter will go before the whole board at a special board meeting. The complainant will be notified of their decision within seven (7) working days.
- All “Complaint Forms” will be reviewed by the Board of Directors at their next regularly scheduled meeting.
- A copy of the “Complaint Form’ is attached to the Personnel Policies Manual and available at the front desk.

If a client or program participant of **FAA** feels they have been discriminated against they should immediately:

- FAA should notify the complainant that he or she may also file a complaint with the Office for Civil Rights, Office of Justice Programs, US Dept. of Justice, 810 7<sup>th</sup> St. NW, Washington, DC 20531 and/or
- Equal Employment Opportunity Commission (EEOC) by calling 1 800-669-4000
- Minnesota Department of Human Resources (MDHR) by calling 1 800-657-3704 or mailing to MDHR Freeman Building 625 Robert St. N. St. Paul, MN 55155
- FAA will train staff so this policy is followed and staff will refer any complaint appropriately.

**Friends Against Abuse does not discriminate on the basis of race, color, national origin, religion, sex, disability and age in the delivery of services.**