



MEMBER AGENCY ACCOUNT POLICY

Our Member Agency Agreement, signed by the Chief Executive Officer when the All Faiths Food Bank account is opened, states that the agency agrees to pay all account balances within 30 days of the invoice date. Agencies should not mail payments based on work tickets. **Agencies should WAIT FOR THE MONTHLY STATEMENT to make payments to the Food Bank.** In order to help all our member agencies assist the most people, we must insist on compliance with this policy.

When an agency's balance reaches the 30-day old mark, a friendly reminder is sent to help you keep your account current. All payment invoices have payment terms of Net 30 which means they should be paid within 30 days of receipt.

If the unpaid account balance reaches the 60 to 89-day-old mark, agencies will be suspended. Suspension means that the agency is not able to receive any food from All Faiths Food Bank until an agency representative responds with a payment date. After payment is received, the agency may return to the regular billing process as long as the account remains current each month.

If an unpaid balance reaches the 90-day old mark, agencies are made inactive and may be terminated unless the account is brought current immediately.

All new agency accounts are put on probationary status for prompt and full payment for three months to establish a payment history.

(Signature) Executive Director, Pastor, Etc.

(Date)

(Print Name)



GRIEVANCE POLICY AND PROCEDURES

Grievances against All Faiths Food Bank Agencies:

1. All Faiths Food Bank must respond to complaints by the public about any All Faiths Member Agency.
2. The Agency Relations Manager will notify the Agency by telephone of the specific complaint received.
3. The phone conversation will be followed by a letter or a visit to the Agency by an All Faiths representative.
4. The results of any investigation and subsequent recommendations will be presented to All Faiths Food Bank Chief Operating Officer (COO) and documented in the Agency's file. The Agency will be notified in writing of the conclusions and any actions to be taken.

Grievances against All Faiths Food Bank:

1. A Member Agency may submit a written statement of grievance addressed to the COO. The statement must include the reasons for the grievance, pertinent facts, and what the Agency believes would be an acceptable solution to the problem.
2. The All Faiths Food Bank COO, following study and recommendation from All Faiths staff, will determine the plan of action and decisions on the grievance within ten working days of receiving the grievance letter. The Agency will be notified in writing of the decision.
3. The Member Agency may appeal the decision to the All Faiths Food Bank Chief Executive Officer (CEO). The decision of the CEO is final.
4. An Agency will not be discriminated against, harassed or suffer any reprisals by All Faiths Food Bank as a result of filing a grievance.

(Signature) Executive Director, Pastor, Etc.

(Date)

(Print Name)