

COMPLAINT FLOW CHART

A **discrimination complaint** is one that alleges discrimination based on a protected class. The six federally protected classes are:

- Race
- Color
- National origin
- Sex
- Age
- Disability

There are additional protected classes at the state level that include religion, political affiliation, marital status, sexual orientation, etc.

All complaints based on a protected class are referred to Oregon Department of Human Services for resolution. Call the hotline at 1-800-442-5232.

A **program complaint** is one that is based on any other issue. Resolution of program complaints are encouraged at the lowest point possible.

At whichever point the complainant makes their complaint, all steps from that point forward should be followed until the **FINISHED** is reached.

Complainant makes complaint directly to: *Partner Agency*

PA seeks resolution in cooperation with complainant
 If resolved, notify RFB and complainant of result..... **FINISHED**
 If unable to resolve, refer to RFB



It is critical that you **fully document each step of the complaint process** from the initial complaint to resolution. Document each conversation and action taken. Keep a copy of all documentation in a Civil Rights Complaint Folder. At the point of referring to another agency, be sure the other agency receives copies of all documentation.

Regional Food Bank

RFB seeks resolution in cooperation with PA and complainant
 If resolved, notify OFB of result **FINISHED**
 If unable to resolve, refer to OFB

Oregon Food Bank

OFB seeks resolution in cooperation with RFB, PA and complainant
 If resolved, notify all parties of result **FINISHED**
 If unable to resolve, refer to DHS

DHS

DHS seeks resolution in cooperation with OFB, RFB, PA and complainant
 If resolved, notify all parties of result **FINISHED**
 If unable to resolve, refer to USDA

USDA

USDA seeks resolution in cooperation with all parties
 USDA notifies DHS (DHS notifies all parties) of results..... **FINISHED**