

## MANNA's External Grievance Policy

### Policy Statement

This policy defines MANNA's procedure for receiving, evaluating, and responding to complaints raised by external parties regarding its services. MANNA is committed to addressing all grievances objectively and in a timely manner, including those related to home-delivered meals, nutrition education, distribution, volunteer services, and fundraising events. Every complaint will be acknowledged, responded to, and treated with respect, regardless of its nature.

### Accessibility

MANNA commits to having this grievance policy available on our website and easily accessible to members of the public.

### Standards

- **It is confidential** - All complaints will remain confidential. Information will only be disclosed to MANNA employees who are required to be informed as per the process. All documentation relating to the matter will be securely stored.
- **It is impartial** – All parties involved will have the opportunity to present their perspectives. MANNA ensures fair treatment, with the grievance being reviewed impartially and in good faith. Actions will not be taken until all relevant information has been collected and considered. Any individual involved in the complaint will be informed of the allegations pertaining to them.
- **Complaints will be handled as fast as possible** - All complaints will be acknowledged by an approved MANNA employee as soon as possible, or no longer than 5 business days. All complaints will be formally responded to by an approved MANNA employee in 30 business days.
- **Complaints must be proved before action is taken** - All complaints will be investigated based on evidence and substantiated before actions are taken. We will act on a complaint if it is deemed more likely than not that the incident occurred, based on available evidence.

### Grievance Process

- **Submission of Complaint:** External stakeholders are encouraged to submit complaints in writing, either via email to [info@mannapa.org](mailto:info@mannapa.org) or by mail to MANNA's office (contact details are available on our website). Phone calls with complaints will also be directed to submit in writing.
- **Details to Include:** Complainants are requested to provide specifics of the issue, including dates and events related to the incident(s) where applicable.
- **Acknowledgment and Response:** Upon receiving a complaint, MANNA will send an acknowledgment to the complainant. The relevant MANNA Manager will investigate and respond to the complainant within 60 days.

### Appeals Process

- **Escalation:** If the complainant is dissatisfied with the initial response, they may escalate the issue to the COO by following the same submission channels (email or letter). The complainant should include a summary of what was unsatisfactory about the initial response.
- **Acknowledgment and Review:** Once the appeal is received, a notification will be sent to the complainant acknowledging receipt. The COO will review the complaint and issue a formal response within 60 days.