

Brazos Valley Food Bank, Inc.

Whistle Blowing Policy/Complaint Procedure

Date Approved by Board of Directors:

Effective Date:

Your work-related complaints or problems are of concern to the Food Bank, and the Food Bank wants to provide you with an effective and acceptable means for bringing your problems and complaints to the attention of persons who can help you resolve such problems. It is Food Bank policy to give employees fair and equitable treatment, to provide employees with an easily accessible procedure for expressing concerns.

If you have a problem, concern or complaint about your job or a condition of employment, it should first be discussed with your Supervisor. If your concern is about a specific incident, talk with your Supervisor as soon as possible after the incident occurs so that the matter can be timely addressed. Supervisors are required to take prompt action to answer questions and to resolve problems or complaints. If a problem or complaint cannot be resolved through a discussion with your Supervisor or if you feel that your Supervisor has not addressed the matter promptly, then contact the Executive Director to discuss the problem.

As long as the complaint is made in good faith, there will be no retaliation against an employee for truthfully presenting a complaint or discussing a problem with anyone in management. If you follow these steps, you will not be criticized or penalized in any way for good faith and straightforward attempts to reconcile problems. The Food Bank has full and final decision-making authority for matters and policies involving the employment of Food Bank employees.

After going through all the proper chains of commands and you feel that your complaint, problem or concern has not been properly taken care of, you can file a report to Ethics-Point. Ethics-Point is used to report situations, events or actions by individuals or groups. Ethics-Point is designed to maintain your confidentiality and anonymity. The following step-by-step instructions will guide you through the processes available to submit a report.

To Make a Report

If you do not feel comfortable reporting your concern based on the open door policy, you may use either of the following two methods to submit a report:

STEP 1: Access Ethics-Point to report:

Company or Public Internet: From any computer having internet access (work, home, public library, etc.) go to www.ethicspoint.com and click on "File a new report"

STEP 2: Toll-Free Phone: Call your Ethics-Point toll-free hotline at 1-866-384-4277. An intake specialist will assist you with entering your report into the Ethics-Point system.

Your report will be initially routed to Ethics-Point, an independent third-party partner. Calls to the hotline will be answered by an Ethics-Point representative, not by a Food Bank employee. No retaliatory action will be taken against anyone for reporting or inquiring in good faith about unethical behavior or for seeking guidance on how to handle suspected breaches of conduct. All reports made will be carefully reviewed by the Food Bank.

After you complete your report, you will be assigned a unique code called a "report key." Write down your report key and password and keep them in a safe place.

STEP 3: Follow-Up:

5-6 business days after you complete your report, you can return to the Ethics-Point system to see if the company has posted any follow-up questions or requests.

Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.