

**Complaint Procedure**

 If you do not agree with an assistance decision, you have the right to submit a written complaint.

1. Submit a detailed written statement to the Executive Director within five (5) working days. The Executive Director will make a decision and provide a written decision within one (1) week. The decision of the Executive Director will be based on the current guidelines and procedures of Interfaith, and the requirements of the appropriate grant funders.

Submit to: Executive Director, Interfaith Ministries of Denton, Inc.

1109 N. Elm St., Denton, Texas 76201

1. If you do not agree with the decision of the Executive Director, you may appeal in writing to the Board of Directors.

Submit to: Board of Directors, Interfaith Ministries of Denton, Inc.

P.O. Box 1744, Denton, Texas 76202

1. The Board will review the complaint at the next regularly scheduled board meeting and will notify you in writing of its decision within one (1) week after the meeting. The Board’s decision is final.

**I have read the above complaint procedure and have received a copy of it.**

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Signature Date

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Print Name

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Interfaith Representative Date