



ANNUAL SNAP PROGRAM COMPLAINT LOG
DEPARTMENT OF HEALTH AND HUMAN SERVICES
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
SFN 701 (11-2024)

Instructions on the back of this form.

Submitting Agency/Person	Fiscal Year	Between the Dates of 10/1/202 - 9/30/202
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<i>Date Complaint Received</i>	<i>Name & Description of Complaint</i>	<i>Staff Assigned</i>	<i>Description of Resolution</i>	<i>Date Resolved</i>	<i>Corrective Action taken or not take by Agency/Person</i>

Use additional sheets if needed.

Submitted By	Date
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Overview:

Complaints regarding such areas as processing standards and service to participants and potential participants would generally be handled under this complaint procedure. This does not include complaints alleging discrimination on the basis of race, color, national origin, sex, religion, age, disability or political beliefs (protected classes). These must be filed as a discrimination complaint.

Program complaints (other than discrimination) from participants, potential participants, or other concerned individuals or groups may be filed with any Human Service Zone office, Customer Support Center, Economic Assistance Admin/SNAP; or

State Supplemental Nutrition Assistance Program Office,
North Dakota Department of Human Services
600 E. Boulevard Dept. 325
Bismarck, ND 58505-0250

Regional Administrator, Food and Nutrition Services
United States Department of Agriculture
Mountain Plains Region
1244 Speer Boulevard, Denver, CO 80204

Submitting Agency/Person Responsibilities:

Agency shall resolve complaints and take corrective action where warranted, excluding complaints of discriminations brought to their attention. All complainants shall be informed they have the right to contact the State if they are not satisfied with the action taken at the local level.

Submitting Agency/Person Procedures:

Must maintain the Annual SNAP Program Complaint Log of all SNAP program complaints. The log must contain:

- The date complaint was received;
- Description of the complaint;
- Staff assigned to resolve the complaint;
- How the complaint was resolved;
- Date complaint was resolved;
- Any corrective action plans taken.

The Annual SNAP Program Complaint Log will need to be submitted via email to the SNAP Policy email box by October 31th of each year.