



North Helpline

Emergency Services
& Food Bank

Customer Service

As a valued client you can expect that:

1. You will be treated with dignity and respect by all of the workers;
2. You will not be denied services because of race, sex, age, national origin, sexual orientation, or immigration status;
3. The volunteers at North Helpline are supervised by a person with whom you may speak, email, or write should you have a concern about the services you have received;
4. You may report concerns without fear of services being stopped or reduced, and without fear of mistreatment.

If you feel you have not been treated fairly, or have a particular complaint regarding services, you should notify the Executive Director or Patrick, Board Chair, at 206 367 3477.

If you cannot reach a satisfactory resolution, you may also take your concerns to:

City of Seattle Human Resources, 206 684 0281

Solid Ground Food Resources, 206 694 6757