

GRIEVANCE POLICY & PROCEDURE

Purpose and Scope

The grievance policy aims to constructively address workplace conflict and introduce measures that positively affect the working culture. It is the intention of Warwick District Foodbank to settle all grievances face-to-face and verbally, in a spirit of honesty, openness, positive reconciliation and forgiveness, if at all possible.

Informal Discussion

It is hoped that most issues are resolved as soon as possible by line management through your day to day discussions. Only when attempts to resolve a work-related issue have failed should the issue be raised formally.

Formal Process

Step 1 – Raise the formal grievance

If, for whatever reason, you do not feel that your issue has been fully resolved through informal discussions, you can raise it again in writing with your line manager.

Step 2 – Grievance meeting

Your line manager will call you to a meeting, normally within 5 working days, to discuss your grievance. You have the right to be accompanied at the meeting by a work colleague or a trade union representative.

The line manager may also have a colleague to act as a note taker and witness.

You will be informed of the decision in writing within 24 hours.

Step 3 - Appeal

If you are unhappy with the decision and wish to appeal, you should let the line manager know.

You will be invited to an appeal meeting, normally within 5 days, and your appeal will be heard by a panel drawn from the Trustees. You have the right to be accompanied. A response in writing should be given to you within 24 hours of the meeting.

This is the final opportunity you have in raising your concern and the response will be final with no reproach.

Time Limits

In order that your issue is dealt with quickly a limit of 5 working days has been set at each step to respond to your issue or problem. This however, may have to be varied by no more than 2 weeks for each step where further information is required or in the absence of key people; and you would be notified of this extension in writing within the 5 day period

Signed:

Date: 29 February 2024

David Witham

Name: David Witham

Position: Chair of Trustees - Warwick District Foodbank

Review date: January 2025