



## GRIEVANCE POLICY AND PROCEDURE

AGREED- JULY 2023  
REVIEW DATE- JULY 2024

At Food Friends we expect everyone to always treat each other with politeness and respect. When disagreement or conflict arises, our aim is always to handle issues quickly, fairly and with sensitivity. We hope that people working for us will never need to go through the formal steps set out in this procedure as we try to resolve any conflicts informally through discussion and collaboration.

Should we be unable to resolve things informally we have set out steps in this document to take things to the next level.

This applies to all the Food Friends team which includes employees, trustees, and volunteers. For employees, this document does not form part of your contract of employment.

We will communicate any future changes to the policy.

This policy works in conjunction with Food Friends Code of Conduct.

### **Making a formal complaint**

If you believe that, after trying, your issue or complaint has not been resolved informally then you should put it in writing, setting it out clearly and stating the outcome that you are seeking. You should head your statement 'formal grievance' and send it to CEO Anna Mantell.

Your complaint will be investigated thoroughly and with sensitivity and care. Afterwards, you will be invited to a meeting, with Anna Mantell who will:

- Share her thoughts.
- Ask for any clarification.
- Invite you to share anything additional with her.
- Decide what further action to take.

Notes of all meetings will be taken, and any actions agreed will be noted and circulated.

If your complaint is about Anna Mantell, you should address your complaint to the Chair of Trustees, Emily Lau.

## **The Meeting**

Responding to conflicts quickly is important to us so we will endeavor to hold this meeting as soon as possible, ideally within 5 working days. You should make every attempt to attend this meeting but if you cannot due to circumstances out of your control you should advise us as soon as possible.

If you fail to attend, without explanation, the meeting will go ahead in your absence. We will inform you of any decisions and or actions we plan to take, in writing.

You will be able to bring a work colleague to a hearing, or a trade union official. (A trade union official means a full-time official or a lay official certified by the union as having experience of, or having been trained in, acting as a companion at grievance meetings.) You cannot bring anyone from outside the Food Friends workforce or a legal adviser – this is an internal process.

-If the grievance is complex, needing more time to be investigated, we will write to you explaining the reasons for this.

## **Appeal**

If you are dissatisfied with the decision or actions coming out of the meeting you can appeal, in writing, to our Food Friends trustee and Safeguarding Lead Andrea Dennis within 5 working days of receipt of your outcome letter. You will need to state the specific grounds for the appeal.

An appeal hearing will be held. You have the right to be accompanied at the appeal hearing as previously. Following the hearing, the appeal decision will be confirmed in writing. The decision at the end of the appeal is final.

## **Contacts**

Anna Mantell CEO [anna@food-friends.co.uk](mailto:anna@food-friends.co.uk)

Emily Lau (Chair of Trustees) [emilylau81@gmail.com](mailto:emilylau81@gmail.com)

Andrea Dennis Safeguarding Lead [adennis846@gmail.com](mailto:adennis846@gmail.com)

If you have any questions or anything is unclear, please do not hesitate to ask. This will be reviewed annually and updated, as necessary.

