

# GRIEVANCE PROCESS



It is the Akron-Canton Regional Foodbank's intention to treat all agencies and their representatives justly. This grievance process may be utilized by any agency that feels it has not been treated in this manner.

## **STEP 1:**

If an agency feels that it has been treated unfairly by the Foodbank, the agency should notify the Director, Programs and Member Services in writing immediately. The Director, Programs and Member Services will coordinate a resolution to the grievance with the Member Services staff member who is most familiar with the case.

When a resolution is mutually agreed upon, a written report will be issued by the Member Services Department and will include details of the grievance and the actions taken to resolve the grievance.

The report will be signed by appropriate representatives of both the Foodbank and the agency indicating mutual understanding and agreement. The Director, Programs and Member Services will distribute copies of the written report to the agency, placing a copy in the agency's permanent file.

## **STEP 2:**

The agency will request a formal meeting with the Director, Programs and Member Services in writing. The written request should include details of the grievance and reasons for not accepting the resolution presented in STEP 1. After the formal meeting, the Director, Programs and Member Services will render a decision within 15 days.

Should this meeting result in a mutual agreement for all parties concerned, the Director, Programs and Member Services will develop a written report and distribute it to the agency. The report will be signed by appropriate representatives of both the Foodbank and the agency indicating mutual understanding and agreement. The Director, Programs and Member Services, will distribute copies of the signed written report to the agency, placing a copy in the agency's permanent file.

### **STEP 3:**

If STEPS 1 and STEPS 2 do not achieve a resolution, the agency may appeal to the President & CEO. The agency should submit a written request to the President & CEO stating the specific reasons for appeal. The appeal must be received within 30 days of the date of the decision rendered in STEP 2. The President & CEO will schedule a meeting with the agency to discuss the grievance. The Director, Programs and Member Services and additional Member Services Staff may be included in this meeting. The Director, Programs and Member Services will ensure that all parties have copies of all written reports concerning this issue prior to the meeting. The President & CEO will render a decision on the grievance with 15 days of this meeting, and will issue a written letter communicating the decision to the agency with a copy in the agency's permanent file.

This decision is final and the grievance process is complete.