Grievance Policy for Volunteers and Staff

Policy Statement:

Flint Hills Breadbasket is committed to fostering a respectful, inclusive, and supportive environment for volunteers and staff. This grievance policy ensures that concerns are handled fairly, transparently, and promptly.

Definition:

This policy applies to all volunteers and staff members at Flint Hills Breadbasket. It outlines a clear process for addressing grievances related to work conditions, conflicts, or other workplace concerns.

Procedure:

Step 1: Informal Resolution

Volunteers and staff members are encouraged to resolve issues informally by directly discussing their concerns with the involved party. If this approach is not feasible or the issue persists, they may proceed to Step 2.

Step 2: Submitting a Formal Grievance

If the issue cannot be resolved informally, the volunteer or staff member should complete and submit a formal Grievance Form. Volunteers should submit their forms to the Engagement Manager, and staff members should submit theirs to the Executive Director.

The Grievance Form can be requested from the Engagement Manager, Executive Director, or any staff member. It is also available online at flinthillsbreadbasket.org/handbooks.html

Step 3: Investigation

Upon receiving a formal grievance, the Engagement Manager (for volunteers) or the Executive Director (for staff) will initiate an investigation. This process may include interviews with involved parties, document review, and any other relevant inquiries. The investigation will be completed within 14 business days, with confidentiality maintained throughout.

Step 4: Resolution

Once the investigation is concluded, the Engagement Manager or Executive Director will provide a written response to the individual who filed the grievance, detailing the findings and any proposed actions. If the individual is dissatisfied with the outcome, they may proceed to Step 5.

Step 5: Appeal

If the volunteer or staff member is not satisfied with the resolution, they may file an appeal to the Board of Directors within 14 days of receiving the written decision. The decision of the Board will be final.

Confidentiality:

All grievances will be treated with the highest level of confidentiality. Information will be shared only with those directly involved in the investigation and resolution process.

Retaliation:

Flint Hills Breadbasket strictly prohibits retaliation against anyone who submits a grievance in good faith. Any form of retaliation will be subject to disciplinary action.

Flint Hills Breadbasket

Volunteers and Staff Grievance Form

Volunteer/Staff Information

Name: _____

Date of Submission: _____

Position (Volunteer or Staff): _____

Phone Number: _____

Email Address: _____

Grievance Information

1. Please describe the nature of your grievance (include details of the incident, dates, and individuals involved):

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2. How has this issue affected you or your ability to perform your duties as a volunteer or staff member?

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3. Have you attempted to resolve this issue informally? If yes, please describe the outcome:

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4. Who, if anyone, have you previously discussed this issue with, and what was the outcome?

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5. Are there any documents or evidence (emails, text messages, notes, etc.) that you wish to submit with this grievance? Please list and attach them if applicable.

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6. Are there any witnesses or other individuals who may have relevant information about this issue? If so, please provide their names and contact information.

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7. What would you consider to be a satisfactory resolution to this issue?

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8. Any additional comments or information:

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Signature: _____ Date: _____

For Office Use Only (Engagement Manager/Executive Director)

Date Form Received: _____

Date Investigation Completed (Within 14 Days): _____

Written Response Provided (Date): _____

Appeal Filed? (Yes/No): _____

If Yes, Date of Appeal Submission: _____

Final Decision Date (Within 42 Days): _____

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