



## **Second Harvest Food Bank of Northwest North Carolina**

### **Grievance Policy**

A member agency of the Second Harvest Food Bank of Northwest North Carolina (the Food Bank), or an agency applying for membership may request special consideration regarding any ruling made that affects that agency. The Executive Director of the agency must put the grievance in writing to the Agency Relations Coordinator (ARC). The ARC will contact the agency Executive Director in writing within 10 working days to let him/her know the ARC's decision.

If the agency is not satisfied with this decision, the agency Executive Director may then state that he/she wants the grievance to go to the Executive Director of the Food Bank. (It is not necessary to resubmit the written grievance after the initial notice has been sent to the ARC.) The ARC will then give the written grievance to the Food Bank Executive Director, who will contact the Executive Director of the agency in writing within 10 working days to let him/her know the Food Bank Executive Director's decision.

If the agency is still not satisfied with the decision, the agency's Executive Director may state that the agency wants the grievance to go to the Agency Relations Committee of the Food Bank Board of Directors. (This Committee is composed of Food Bank Board members, and at least one of its members is a representative of one of the Food Bank member agencies.) The Agency Relations Committee will make its decision and will contact the agency in writing within 10 working days.

The last step of the Grievance Policy is for the Executive Director of the agency to make it known that he/she wants the grievance to go to the Executive Committee of the Food Bank Board. The Executive Committee will contact the agency in writing within 10 working days to make it aware of the Committee's decision, which is final. The Food Bank hopes that any grievance can be resolved without going through this entire process, but we want agencies to know that there is a process available if they are dissatisfied with any decision made affecting them.