



Agency Grievance Policy

It is Second Harvest Heartland's intention to treat all agencies fairly and justly. The Agency grievance process may be utilized by any Agency that feels it has not been treated in this manner.

Step 1

The Agency should notify the Agency Relations Manager in writing. The Agency Relations Manager will try to resolve the grievance. The Agency Relations Manager will inform Second Harvest Heartland's Director of Agency Relations of the situation and of the action taken.

If Step 1 achieves a mutual agreement between the Agency and Second Harvest Heartland, the Agency Relations Manager will provide a written report including the details of the grievance and actions taken to resolve the grievance. The report will be signed by appropriate representatives of the Agency and the Agency Relations Manager of Second Harvest Heartland. Copies will be provided to the Agency and a copy placed in Agency's permanent file.

Step 2

If the issue is not resolved through Step 1, the Agency will request a formal meeting with the Director of Agency Relations and the Agency Relations manager 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 of Agency Relations will render a decision within 15 days.

Should this meeting result in mutual agreement for all parties concerned achieves a mutual agreement, the Agency Relations Manager and/or Director of Agency Relations will provide a written report including the details of the grievance and actions taken to resolve the grievance. The report will be signed by appropriate representatives of the Agency and the Agency Relations Manager of Second Harvest Heartland. Copies will be provided to the Agency and a copy placed in Agency's permanent file.

Step 3

If Steps 1 and 2 do not achieve resolution, the Agency may appeal to Second Harvest Heartland's Chief Operating Officer. This should be a written request stating the specific reasons for the appeal. The appeal should be provided to the Chief Operating Officer within 30 days of the date a decision was rendered in Step 2. The Chief Operating Officer will schedule a meeting with the Agency to discuss the grievance. The Agency Relations Manager will ensure all parties have copies of all written reports concerning this issue prior to the meeting. The Chief Operating Officer will render a decision within 15 days of this meeting and will issue a written letter communicating the decision to the Agency with a copy place in the Agency permanent file.

The resolution or decision regarding the grievance is final and the grievance process is complete.