



Employee Grievance Procedure

Exeter Food Action is committed to providing a fair, supportive and legally compliant working environment. This Employee Grievance Procedure sets out how employees may raise concerns relating to their employment. It aligns with the ACAS Code of Practice on Disciplinary and Grievance Procedures.

Concerns from volunteers, beneficiaries, donors and other stakeholders are managed separately under P2 – Complaints & Grievance Policy (External Complaints).

1. Purpose

To provide a clear and fair grievance process for employees.

2. Scope

Applies to all employees of Exeter Food Action only.

3. Principles

Grievances will be handled fairly, promptly and consistently. Employees may be accompanied at formal meetings by a colleague or trade union representative.

4. Informal Stage

Employees should normally raise concerns informally with the Manager first. Issues should usually be addressed within 5 working days where possible.

5. Formal Grievance

If unresolved, the employee should submit a written grievance to the Manager. A meeting will normally take place within 10 working days.

6. Grievance Meeting

The Manager will listen, investigate if required, and keep the employee informed.

7. Outcome

A written decision will normally be provided within 5 working days of the meeting.

8. Appeal

Employees may appeal in writing within 5 working days. Appeals will be heard by a trustee or panel not previously involved.

9. Confidentiality

All matters will be treated sensitively and confidentially where possible.

10. Records

Secure records will be maintained in line with data protection requirements.

11. Related Policies

P2 – Complaints & Grievance Policy

P3 – Disciplinary Policy

P12 – Privacy Policy

12. Review

This policy will be reviewed periodically.

Agreed by Trustees on: 28.02.26

Date for review: February 2027