



GRIEVANCE POLICY

FreeShop Crawley wishes to provide a comfortable, productive, legal and ethical work environment. To this end, the charity wants you to bring any grievances you have about the organization to the attention of the Ops Manager, if necessary, to upper level management. In light of these concerns we have instituted the following grievance procedure:

If you feel that there is inappropriate conduct or activity on the part of the Charity, management, its employees, volunteers, customers, or any other persons or entities related to the charity, we request that you bring this concern to the immediate attention of the ops manager. Please try to approach them at a time and place that will allow them to properly listen to your concerns. If you have discussed this matter with the ops manager previously and you do not believe that you have received a sufficient response, we request that you present your concerns to the Ops Manager in writing. Please indicate what the problem is, those persons involved in the problem, and any suggested solution you may have to the problem.

If you do not receive a sufficient response to your written complaint within 5 working days from providing it to the Ops manager, or if the Ops manager is the problem, you should contact the next level of supervision, and so on. If you consider the matter an emergency, legal, ethical or safety issue, use your best judgment to expedite the complaint process. The charity will have a conference with you and a person of your choice individually and then they may require a conference with both parties. If the matter is not resolved after that conference, and you believe it still merits attention, it is requested that you immediately place your concerns in writing and bring the matter forward to upper level management.

It is the purpose of this grievance procedure to help maintain a positive work environment with respect and responsibility towards each other. The grievance procedure is also intended to avoid unnecessary employee claims and company legal exposure. The company cannot promise that your specific grievance or complaint will result in the action you request or that you will be satisfied with the outcome of the grievance procedure.



Grievance flowchart

