



2.5 GRIEVANCE POLICY & PROCEDURE

OBJECTIVE

The objective of the grievance policy and procedure is to provide a means of dealing promptly with any grievance which an employee or employees may have in connection with their employment in a fair and consistent manner.

Grievances are often the result of a breakdown in communications and are often resolved by the relevant parties taking time out to discuss the concerns they have and to try to resolve them informally before invoking the grievance procedure. It may be helpful to ask a colleague to assist with this process (or to take notes).

PRINCIPLES

- All grievances will be dealt with promptly at all stages of the procedure.
- A full investigation will be carried out to establish the facts and to try to resolve the grievance.
- The person bringing the grievance will be kept informed of progress at all stages of the procedure and given an opportunity to respond before any decisions/actions are taken.
- Notes will be taken of all meetings.
- All employees (whether bringing a grievance or having a complaint made against them) will be allowed to be accompanied to any formal meeting by a trade union representative or a work colleague. The companion can present and/or sum up the case, but cannot answer questions on behalf of the employee.
- There will be a right of appeal against any formal decision and the Appeal Chair will be selected on their impartiality.
- External mediation or conciliation through ACAS may be considered if deemed appropriate.

HOW TO RAISE A FORMAL GRIEVANCE

Stage One

The employee or employees need to set out in writing the details of the grievance and to raise this with the Nursery Manager or, if the grievance is with the Nursery Manager with the Nursery Owner.

A meeting will be arranged at once with the person bringing the grievance to allow them to explain their grievance so that there are no misunderstandings, and how they think it should be resolved.

An investigation into the issues will then take place and the results of the investigation communicated to the employee as soon as possible in writing setting out the action that it is intended will take place to resolve the matter. The employee will be given an opportunity to discuss the results of the investigation with the investigator before any formal action or decision is taken. If the grievance remains unresolved at this stage, the Nursery Manager or Owner concerned should proceed to Stage Two of the procedure.

Stage Two

The Nursery Manager should notify the Nursery Owner who has not been involved at Stage One that the grievance remains unresolved. The Owner will then meet with the employee bringing the grievance and carry out their own investigation, discussing their findings with the employee before any formal action or decision is taken. Their decision will then be communicated to the employee in writing and will set out the action the employer intends to take.

Stage Three

If the employee still feels that their grievance has not been resolved to their satisfaction they may appeal against the decision. This must be done in writing setting out the grounds of their appeal within 5 working days of receiving the decision letter. The appeal will be heard as soon as possible thereafter, and the time, date and name of the Appeal Chair notified to the employee in advance.

Where the employee's chosen companion is unable to attend on the date initially set for the appeal they may request a postponement provided this is for no longer than 5 working days.

The outcome of the appeal will be notified to the employee in writing within 5 working days of the appeal meeting taking place. The decision of the Appeal Chair will be final.

Date to be reviewed: January 2017	Reviewed and revised on: 28/1/2016	Tina Bloch Nursery Manager