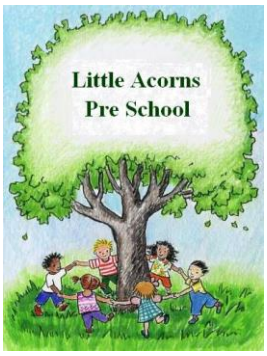
Staff

7.5 Grievances Policy



Statement of Intent

The setting's policy is to encourage free interchange and communication between the chairperson, Management Team and our employees to ensure questions and problems can be quickly aired and resolved.

It is the settings intention to be fair and reasonable in all matters.

Aim

The pre-school aims to help to resolve individual grievances in a manner which is fair and as quickly as possible. It is the settings policy to find a solution to individual grievances as early as possible.

It is expected that in the case of less serious complaints these will be dealt with informally by the individuals concerned. If no solution can be reached the individuals should seek manager input on an informal basis.

Methods

Formal Grievance Procedure

Stage 1
If an employee has a grievance relating to their employment, the matter should be raised with the employees Manager. The complainant should put the complaint in writing setting out the nature of the grievance. In the event that the grievance relates to the Manager, who would normally deal with a grievance at this stage, the grievance should be referred to the Chairperson.

Stage 2
The complainant's Manager will arrange a meeting within five working days of receipt of the complaint.

Employees who have a grievance or those against who a grievance is raised are entitled to be accompanied to the meeting by a work colleague or trade union/employee representative. The settings HR representative may also be involved in all stages of the procedure and wherever possible will be present at all grievance meetings.

Following the meeting the manager will consider all of the matters discussed and will issue a written decision within five working days.

Stage 3
If the action proposed is not to the satisfaction of the employee then they have a right to appeal and should submit their appeal to the Chairperson within five working days of receipt of the decision reached at Stage 2.

Further guidance

- Staff handbook

This policy was adopted at a meeting held by Little Acorns Pre School on 31st January 2017.

Date to be reviewed	**January 2018**
Signed on behalf of the provider	
Name of Signatory	**Sue Casselden**
Role of Signatory	**Business Manager**