

Grievance Policy



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Grievance Policy



1.0. Purpose

The objective of the Grievance Procedure is to provide all employees with the opportunity to raise a grievance concerning work related matters, in a manner that is fair and consistent whilst aiming to maintain harmonious employee relations in the long term.

The Preschool recognises that from time to time individuals may have a concern relating to their employment. In this respect, it is our policy to encourage open discussion between you and your supervisor to ensure that questions and problems can be aired and resolved as quickly as possible.

Generally, the majority of concerns raised can be dealt with as they arise by talking to your Supervisor. However, if you have a more serious concern, or one that is not readily resolved the procedure to follow is outlined below. It is stressed that you should use the formal procedure if you feel unable to resolve the problem by normal means, i.e. through your day to day working relationship with your Supervisor. The procedure should be followed as quickly as possible to ensure issues are resolved in a timely manner.

This procedure is to be used if you have a grievance arising from your employment, except when it constitutes an appeal against a disciplinary decision. In the case of the latter, you should take up your appeal in accordance with the Preschool's separate disciplinary appeals procedure.

In raising a grievance, the concern or issue should be current and not something that occurred in the past - unless it is a repeat of an earlier incident. You should raise problems as they arise, so that they can be addressed promptly.

The exceptions to this procedure are that if you are making a complaint against your immediate Supervisor or your grievance is related to a discrimination issue you should raise your complaint with the Committee Chair.

The Company will treat all matters as confidential between the employee and any individuals directly involved in the process and any witness statements and decisions will be kept confidentially and in accordance with the Data Protection Act 1988.

2.0. Scope

- 2.1. This policy and procedure applies to all employees, including Supervisors and The Committee.
- 2.2. The procedure within this policy does not apply if it relates to an appeal in connection with disciplinary action, in this case the Preschool's Disciplinary Policy should be followed.
- 2.3. Grievances should be raised without unreasonable delay, and within time-scales which allow the issue to which the grievance relates to be appropriately considered.
- 2.4. If a grievance against another employee is proven to have been frivolous or vexatious, the Disciplinary Policy will be applied.

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3.0. Procedure

3.1. Informal Process

- 3.1.1. It is anticipated that most grievances will be able to be resolved informally in the first instance, through employees raising the matter with their manager.
- 3.1.2. Where a grievance concerns an employee's immediate manager then they should discuss the issue with the Chair, or the Committee.

3.2. Formal Process

- 3.2.1. It is requested that employees attempt to resolve their grievances informally, prior to instigating formal procedures.
- 3.2.2. To instigate the formal process an employee should submit their grievance in writing, detailing what their grievance is about, who and what it concerns as well as how they think it can be resolved.
- 3.2.3. A formal meeting will be arranged within 5 working days of receiving the grievance.
- 3.2.4. At this meeting the employee is entitled to bring a work colleague or an accredited Trade Union representative along, but it is requested that the employee advises the Preschool of this in advance of the meeting.
- 3.2.5. At this meeting the manager will review the grievance submitted as well as listen to the employee's point of view.
- 3.2.6. Where appropriate it may be necessary to call witnesses or speak to 3rd parties in order to fully investigate and understand the issues.
- 3.2.7. No decision will be made until the Supervisor has sufficient information.
- 3.2.8. Once the person hearing the grievance has sufficient information and has reviewed the case they will either advise the employee at the meeting as to the outcome or prepare a response in writing after the meeting.
- 3.2.9. This written response will be provided within 10 working days, unless otherwise informed when a response can be expected.

3.3. Appeal Process

- 3.3.1. If the employee is not content with the outcome of the meeting then they have the right of appeal against this decision.
- 3.3.2. If the employee wishes to exercise their right of appeal then they should do so within 5 working days of the outcome letter to the Chair of the Preschool. The person to whom the appeal should be made will be set out in the outcome letter.

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- 3.3.3. Failure to meet the required 5 working day time frame may mean that your appeal will not be heard. It will only be heard outside of this time frame in exceptional circumstances.
- 3.3.4. The appeal should be in writing and stating the full grounds of the appeal.
- 3.3.5. A further meeting will be arranged with the appointed Supervisor to review the appeal.
- 3.3.6. At this appeal meeting the employee is entitled to bring a work colleague or Trade Union representative along, but it is requested that the employee advises the Preschool of this in advance of the meeting.
- 3.3.7. Once the person hearing the appeal has reviewed the case then they will either advise the employee at the meeting as to the outcome or prepare a response in writing after the meeting.
- 3.3.8. The written response will be provided within 10 working days, unless otherwise informed when a response can be expected.
- 3.3.9. This is the final step in the process and decisions made at this stage are final.

4.0. Related Policies

- Disciplinary Policy
- Contract of Employment
- The above list is not exhaustive and other Company policies may be applicable

5.0 Where to find further information

If you require further information on this policy or procedure then please speak with your Manager in the first instance.

6.0 Policy Authorisation & Review Date

This policy was adopted at a meeting of	Wroughton Preschool
Held on	_____
Date to be reviewed	Yearly at AGM
Signed on behalf of the management committee	_____
Name of signatory	_____
Role of signatory (e.g. chair/owner)	Chairperson