

## 2 4 Grievances Policy and Procedure

### 1.0 Introduction

1.1 The following procedure should be followed in order to settle all grievances concerning any employee(s) of the Crick Pre-School.

### 2.0 Principles

2.1 The key objective of the procedure is to allow grievances to be settled quickly, fairly and at the lowest possible level within the Crick Pre-School, whilst allowing employees the opportunity to appeal to a higher level if necessary.

2.2 The procedure covers all employed staff in the Crick Pre-School who have a grievance.

2.3 It covers all matters which may become a source of grievance, excluding:

- Those concerned with disciplinary action unless the disciplinary action amounts to discrimination, or the action was not taken on the grounds of the employee's conduct or capability.
- Decisions on strategic business issues, which are taken by the committee/trustees but not excluding the operational impact of those decisions.

2.4 Employees are encouraged to raise concerns verbally with their Manager (or Committee Chair) prior to raising a formal grievance.

2.5 Employees are entitled to be accompanied at a grievance meeting and appeal, by a trade union representative or by a work colleague<sup>1</sup>, who have not been involved in the case or situation. There is no option to have any legal representation at this time.

### 3.0 Procedure

3.1 The Crick Pre-School's policy is to encourage free interchange and communication between Managers and the staff they manage. This ensures that questions and problems can be aired and resolved quickly and that grievances are settled informally.

### 4.0 Informal procedure

4.1 If an employee has a complaint about their individual circumstances at work, then they are entitled to raise a grievance. Employees are expected to discuss ordinary day-to-day issues informally with the Pre-School Manager through supervision meetings or if necessary request a separate meeting. Where

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<sup>1</sup> Employees have the right to be accompanied by a work colleague, Trade Union representative or an official employed by a Trade Union. Legal representatives or family members may not be present. In addition, work colleagues chosen must not have been involved in the case/ situation.

this is not possible employees should raise their concerns verbally with the next level of management or a Committee member, prior to raising a formal grievance.

If after seeking to resolve concerns informally employees are not satisfied, then they should write to the Chairperson of the committee, explaining their grievance.

## **5.0 Formal procedure**

- 5.1 Employees must provide in writing, the nature of the alleged grievance and send the written document to the Pre-School Manager.
- 5.2 Where the grievance is against the Pre-School Manager the matter should be raised with the Chairperson of the committee.
- 5.3 Normally within 5 working days of receiving a grievance, the Pre-School Manager will write to the employee, inviting them to attend a meeting where the alleged grievance can be discussed. The meeting should be scheduled to take place as soon as reasonably possible, and normally at least 24 hours notice of this meeting should be provided to the employee.
- 5.4 Employees are required to take all reasonable steps to attend the meeting. However, should, for a reasonably unforeseen reason, either the employee, their companions, or the Pre-School Manager be unable to attend the meeting, it must be rearranged. We are only able to rearrange meetings on one occasion. The meeting must be rearranged within 5 days from the original date.
- 5.5 Should an employee's companion be unable to attend then the employee should make contact within 5 days of the date of the letter to arrange an alternative date that falls within 10 days of the original date provided. These time limits may be extended by mutual agreement<sup>2</sup>.
- 5.6 At the meeting the employee must inform the Pre-School Manager hearing the grievance what the basis for the complaint is.
- 5.7 After the final meeting, the Pre-School Manager/ Committee member hearing the grievance must write to the employee informing them about any decision and offering the right of appeal. This letter should be sent within 10 working days of the grievance meeting and should include the details of how to appeal.

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<sup>2</sup> Where the chosen companion is unavailable on the day scheduled for the meeting it will be rescheduled, provided that the employee proposes an alternative time and date within five working days of the scheduled date.

- 5.8 Should the employee consider that the grievance has not been satisfactorily resolved, then they must set out their grounds of appeal in writing within 7 working days, of receipt of the decision letter, confirming that they wish to appeal against the decision or failure to make a decision.
- 5.9 Within 5 working days of receiving an appeal letter, the employee should be written to inviting her/him to attend an appeal hearing where the alleged grievance can be discussed. The appeal meeting should be scheduled to take place as soon as reasonably possible.
- 5.10 Employees are required to take all reasonable steps to attend the appeal hearing. However, should, for a reasonably unforeseen reason, either the employee, the Pre-School Manager or their companions be unable to attend the meeting, it must be rearranged within 5 days.
- 5.11 Should an employee's companion be unable to attend then the employee should make contact within 5 days of the date of the letter to arrange an alternative date that falls within 10 days of the original date provided. These time limits may be extended by mutual agreement.
- 5.12 After the appeal meeting, the appeal hearing Manager must write to the employee informing them of the employer's final decision. This letter should be sent within 10 working days of the appeal hearing.
- 5.13 This is the final stage of the procedure.

This policy was adopted at a meeting of

Crick Pre-School

Held on

12<sup>th</sup> December 2018

Last reviewed

8<sup>th</sup> December 2021

Date to be reviewed

December 2022

Signed on behalf of the management committee



Name of signatory

Clare Thompson

Role of signatory (e.g. chair/owner)

Chair