

Staff Grievance Procedure

A grievance procedure enables individual employees to raise grievances with management about their employment.

This procedure aims to settle grievances as quickly and fairly as possible. It recognises that most routine complaints and grievances are resolved informally in discussions with the employee's immediate manager. We will use our external employment agency services for advice and assistance to stay within the law and to offer a fair conclusion to any grievances raised.

The first stage of any grievance should always be to speak to your immediate superior with a view to resolving any problems in an amicable fashion. This would normally be:

- One or both of the Managers.

If this first stage fails to resolve the problems in a manner agreeable to both parties, the following statutory procedure will be adopted:

The statutory grievance procedures

- o How do the statutory grievance procedures operate?
- o Step one - the employee should set out in writing his or her grievance with the employer.
- o Step two - the employer will arrange a meeting to discuss the employee's grievance. The employee has the right to be accompanied. The management may seek advice and support from ACAS and/or Early Years and may ask to be accompanied by a member of the Early Years team. At the end of the meeting the employer informs the employee of the decision and the employee's right of appeal.
- o Step three - the employee will inform the employer if he or she wishes to appeal (and he or she must do so to complete the statutory procedure). If an appeal is requested, a further meeting is arranged. The employee and employer has the right to be accompanied. After the appeal meeting, the employee is told of the employer's decision.

All written correspondence, records of meetings and discussions will remain strictly confidential and will be filed with the pre-school management records in accordance with the Data Protection Act 1998.