

Grievance Policy

Name of person carrying out assessment	Natasha Green
Date	September 2017
To be reviewed	October 2018

This policy applies to all employees and is designed to ensure that employees are treated fairly, reasonably and consistently

This policy complies with the statutory requirements regarding grievances and reflects best practice and the ACAS code of practice.

- a) The aim of the School's Grievance Procedure is to provide a fair process for individual employees to obtain a speedy resolution to problems relating to their employment. This includes problems or concerns about work, management, working conditions, working relationships with colleagues, health and safety, new working practices, organisational change and equal opportunities.
- b) Grievances can damage working relations and/or cause low morale or ill health, therefore both employees and managers have a responsibility to raise and deal with grievances in the correct manner without delay.
- c) It is hoped that most problems or queries will be dealt with as they arise, as part of the normal management process. It should be noted that the purpose of raising a grievance is to try to achieve resolution; therefore employees are strongly encouraged to make use of informal processes.
- d) The objective of all grievance meetings will be to agree on the most appropriate solution from the point of view of the School and the employee.

Standard statutory minimum procedure

Tiggers Nursery will ensure that the following statutory minimum procedure is always followed when grievances have been raised by employees. The procedure consists of the following three steps.

Step 1: statement of grievance

The employee must set out the grievance in writing, and the basis for it, and send the statement or a copy of it to Miss Natasha Green.

Step 2: meeting

The Nursery must invite the employee to attend a meeting to discuss the grievance. The meeting must not take place unless the employee has informed the nursery what the basis for the grievance is when s/he made the statement under step 1, and the nursery has had a reasonable opportunity to consider her/his response to that information. The employee must take all reasonable steps to attend the meeting. After the meeting, the nursery must inform the employee of its decision as to its response to the grievance, in writing and notify her/him of the right to appeal against the decision if s/he is not satisfied with it. The employee should be notified of the decision within 5 days of the meeting. Any appeal must be submitted within 5 days of the date of the decision letter.

Step 3: appeal

If the employee does wish to appeal, s/he must inform the nursery in writing. If the employee informs the nursery of her/his wish to appeal, the nursery must invite her/him to attend a further meeting. The employee must take all reasonable steps to attend the meeting. After the appeal meeting, the nursery must inform the employee of its final decision.

Hearing the appeal

The appeal hearing should be heard, if possible within 15 days of receipt of the appeal. Two or three members of staff - not, if possible, those involved in the initial grievance meeting - will serve as an appeals committee. If this is not possible, the appeal group may consist of the same people as the previous panel, and they must make every effort to hear the appeal as impartially as possible. A written record of the meeting will be kept.