



Grievance Policy

Frenchay Pre-school is committed to an open and honest method of working. The employees should immediately raise any difficulties arising or experienced by employees as a result of actions or omissions by the organisation with the leader or the Manager.

It is hoped that issues will be resolved following an informal but full and frank discussion. If this proves to be unsatisfactory, an employee is entitled to invoke the grievance procedure, which will operate as follows:

Stage 1

The employee should approach the leader and attempt to discuss the issues or arrange for a discussion of the issues in question.

Where there is no leader or the issue relates to the conduct of the leader or another colleague, and the employee feels unable to approach them directly, the Manager should be notified.

The issues raised during the discussion and any decisions, actions or agreements should be noted and confirmed in writing after the meeting. A further meeting should be arranged to review the situation and assess if satisfactory resolution or improvements have been reached.

The employee has the right to be accompanied at such meetings.

Stage 2

Where the employee is not satisfied with the outcome of an initial meeting, either with the way the grievance was dealt with, or is not satisfied that improvements have been made within agreed time limits they may move to Stage 3.

Verbal complaint may be made to the leader or the person against whom the grievance has been raised, who may be the Manager where Stage 1 has not been satisfactorily resolved. A meeting should be arranged to allow the employee and an accompanying person to attend and to discuss the unresolved issues. A note of the issues discussed should be kept during the meeting and any agreements or decisions should be confirmed to the employee in writing.

A further meeting within a reasonable time should be arranged to review the situation and assess whether satisfactory resolution or improvement has been reached.

The employee has the right to be accompanied at such hearings.

Stage 3

Where an employee is not satisfied with the outcome of the Stage 2 meeting, with the way the grievance has been dealt with or is not

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Signed off by the Deputy Manager of Frenchay Pre-School	Gemma Hughes
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satisfied that improvement has been reached within agreed time limits, they may move to the next part in Stage 3.

are considered to be extremely serious and will be dealt with accordingly.

At this stage the employee should put their complaint in writing in full to the Manager. A panel, preferably of three and not less than two, will be nominated to hear the grievance. The panel will invite the employee to address them in person to set out the details of their grievance. The employee will have the right to be accompanied. Where appropriate, any other parties to the complaint may be called to the meeting. The employee will be given the opportunity to detail their grievance in full.

The panel should reach a decision and inform the employee verbally at the meeting if possible. The decision will be confirmed in writing as soon as possible after the meeting. The panel should inform the employee that their decision will be final at this stage or of any other stages available to them if they remain unsatisfied.

At all stages of the grievance procedure, the organisation aims to deal with any employee's grievance fairly, simply and swiftly. The organisation particularly encourages employees who feel they are victims of sexual, racial or disability discrimination, bullying or victimisation to make their complaint known. Such matters

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