



Rainbow Teddies Pre-school Policy Document

Grievance Policy and Procedures

Safeguarding and Welfare Requirements:

9) Equal Opportunities

EYFS Key Themes and Commitments:

<i>A Unique Child</i>	<i>Positive Relationships</i>	<i>Enabling Environments</i>	<i>Learning and Development</i>

This policy was adopted at a meeting on:

Review Date:

Signed: on behalf of the Management Committee

Print Name: Position:
.....

Signed: Pre-school Manager



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Grievance Policy & Procedure

Grievance Policy Statement

Rainbow Teddies Pre-school is committed to an open and honest method of working. The employees should raise any difficulties arising (or experienced by employees as a result of actions or omissions by the organisation) immediately with the manager or a member of the Management Committee (M.C).

Grievance Procedure

Step 1: Inform the Employer

If it is not possible to resolve a grievance informally, the employee should raise the matter formally and without reasonable delay with the manager. This should be **done in writing** and should set out the nature of the grievance.

Should the manager be the subject of the grievance, then the letter should be addressed to the Chair of Management Committee (M.C) and a 'management panel' set up for the purpose of further discussion; this should include another one/two nominated M.C members.

Step 2: Meeting & Decision

On receiving a formal grievance, the manager (or management panel if appropriate) should invite the employee, in writing, to a meeting as soon as possible and inform them that they have the right to be accompanied. It is good practice to agree a time and place for the meeting with the employee. If an employee's companion cannot attend on a proposed date, the employee can suggest another date so long as it is reasonable and is not more than five working days after the date originally proposed by the employer. This five-day time limit may be extended by mutual agreement.

The employee should be allowed to explain their complaint and say how they think it should be settled. If the employer reaches a point in the meeting where they are not sure how to deal with the grievance or feel that further investigation is necessary, the meeting should be adjourned to get advice or make further investigation. The employer should give the grievance careful consideration before responding.

The employer should respond in writing to the employee's grievance, within five working days and let the employee know that they can appeal against the employer's decision if they are not satisfied with it. If it is not possible to respond within five working days, the employee should be given an explanation for the delay and told when a response can be expected.



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Step 3: Appeals

If an employee informs the employer that they are unhappy with the decision after a grievance meeting, the employer should arrange an appeal. It should be noted that the appeal stage is part of the statutory procedure and if the employee pursues an employment tribunal claim, the tribunal may reduce any award of compensation if the employee did not exercise the right of appeal.

As far as is reasonably practicable, the appeal should be dealt with by a more senior manager, other than the one who dealt with the original grievance. This will be a management panel (of M.C) if the issue was originally dealt with by the manager, or by a set of different committee members (a new management panel) if the original grievance was about the manager and was being dealt with by the M.C. If this is not possible, then the person(s) overseeing the case should act as impartially as possible.

At the same time as inviting the employee to attend the appeal, the employer should remind them of their right to be accompanied at the appeal meeting.

As with the first meeting, the employer should write to the employee with a decision on their grievance as soon as possible. They should also tell the employee if the appeal meeting is the final stage of the grievance procedure.

Step 4: Keeping Records

It is important, and in the interests of both employer and employee, to keep written records during the grievance process. Records should include:

- The nature of the grievance raised;
- A copy of the written grievance;
- The employer's response;
- Action taken;
- Reasons for action taken;
- Whether there was an appeal and, if so, the outcome; and
- Subsequent developments.

Records will be treated as confidential and kept in accordance with the General Data Protection Regulations (GDPR) 2018, which gives individuals the right to request and have access to certain personal data.

Copies of meeting records should be given to the employee including any formal minutes that may have been taken. In certain circumstances (for example to protect a witness) the employer might withhold some information; legal advice will be sought in these circumstances.



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Summary: Under the statutory procedure, employees must:

Step 1

Inform the employer of their grievance in writing

Step 2

Be invited by the employer to a meeting to discuss the grievance where the right to be accompanied will apply and be notified in writing of the decision. The employee must take all reasonable steps to attend this meeting.

Step 3

Be given the right to an appeal meeting if they feel the grievance has not been satisfactorily resolved and be notified of the final decision.