

# GRIEVANCE POLICY AND PROCEDURES FOR WHIZZ KIDS PRE-SCHOOL

## Policy

The following policy and procedures should be followed in order to settle all grievances concerning any employee(s) of Whizz Kids Pre-school.

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

The procedure covers all employment staff at our pre-school who have a grievance.

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 employees conductor capability
- Decisions on strategic business issues, which are taken by our Manager, but not excluding the operational impact of those decisions.

Employees are entitled to be accompanied at a grievance meeting by a work colleague.

## Procedure

Our 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.

## **Informal Procedure**

Employees are encouraged to raise concerns verbally with their manager prior to raising a formal grievance.

The managers will raise concerns verbally with the member of staff.

## **Formal Procedure**

### **Step 1 - statement of grievance**

Employees must provide in writing, the nature of the alleged grievance and send the written complaint to the manager.

The managers will provide in writing the nature of the alleged grievance and send this complaint to the member of staff.

### **Step 2 - the grievance meeting**

Normally within 5 working days of receiving a grievance, the 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 5 working days notice of this meeting should be provided to the employee.

Employees are required to take all reasonable steps to attend the meeting. However, should, for a reasonably unforeseen reason, either the employee, the manager or their companions are unable to attend the meeting, it must be rearranged.

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.

At the meeting the employee must inform the manager hearing the grievance what the basis for the complaint is.

After the final meeting, the manager 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.

### Step 3 - appeal

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.

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 is reasonably possible.

Employees are required to take all reasonable steps to attend the appeal hearing. However, should, for a reasonably unforeseen reason, either the employee, the line manager or their companion be unable to attend the meeting, it must be rearranged.

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.

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.

This is the final stage of the procedure.

## Exceptions to the Procedures

The modified two-step process will apply in cases where the grievance procedure would otherwise apply but where the employment has ended and either:

- The setting was not aware of the grievance before employment ended or
- If the setting was aware, the standard grievance procedure had not started or had not been completed by the time the employment ended; and
- The parties must have agreed in writing that the modified, rather than the standard grievance procedure shall apply.

In these cases the following procedure should be undertaken.

Modified Step 1 - The employee is required to submit, in writing, the nature of the alleged grievance and send the written complaint to the manager, requesting that the modified procedure is followed.

Modified Step 2 - The manager is required to set out the response in writing and send it to the employee.

This policy and its procedures was adopted at a meeting between Mrs Terina Wilkinson and Mrs Sara Ward on 26<sup>th</sup> November 2019 and will be reviewed annually or sooner if necessary.

Signed by

Mrs Terina Wilkinson .....

Room 1 Manager

And

Mrs Sara Ward .....

Room 2 Manager