



## Kingsdown Pre-school Grievance Policy

It is acknowledged that in the workplace employees may occasionally have problems or concerns about their work, working conditions or relationships with colleagues. Individuals should be encouraged to discuss day to day issues informally with the pre-school Manager and in her absence the Committee Chairperson. This helps concerns to be heard and responded to as soon as possible. Where this has been unsuccessful, or circumstances make this route inappropriate for the individual, matters should be raised formally through grievance procedure. It is the pre-school's policy to ensure that employees with a grievance relating to their employment can use a formal procedure, which can help to resolve their grievance as quickly and as fairly as possible.

The grievance procedure allows the pre-school to deal with grievances fairly, consistently and speedily.

### Step 1

If the employee feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to the Committee Chairperson.

### Step 2

- The Committee Chairperson will set up a management panel and arrange a meeting with the employee (within 5 days of receipt of the letter) to discuss the grievance and gather any evidence or statements relevant to the complaint.
- The employee has the right to be accompanied at the meeting by a work colleague or trade union representative.
- Employees may be overawed or feel intimidated at the meetings and the accompanying person can help the individual to make all the necessary points. The accompanying person can address the meeting, but not answer questions on behalf of the employee.
- Records will be kept of the meetings.
- The employee will be notified in writing of the decision within five working days, where practical.
- The employee may appeal against the decision within a limited period (5 days)

### Step 3

If the matter is not resolved to the employee's satisfaction, they should again, raise the matter in writing to the committee chairperson.

- The Committee Chairperson will organise a meeting with the employee and committee to discuss the grievance, within 5 working days, and gather any new evidence or statements relevant to the grievance.
- The employee has the right to be accompanied at the meeting by a work colleague or trade union representative.

- The accompanying person can address the meeting, but not answer questions on behalf of the employee.
- Records will be kept of the meetings.
- The employee will be notified in writing of the decision within five working days.
- Any decisions taken at this stage are final.

This policy will be reviewed annually or sooner if needed.

This policy was reviewed by Kingsdown Pre-school on 7<sup>th</sup> April 2022

Signed on behalf of the pre-school A Bridges

Chairperson of Kingsdown Pre-school Committee