Grievance Procedure

Introduction

It is our policy to provide a good working atmosphere in which employees feel that they are participating, in meeting our shared aims and objectives. We acknowledge that during the course of employment some employees may have concerns, problems or complaints that need addressing. These are known as grievances.

Informal Resolution

You should try to resolve any problems through discussion with the Manager before invoking this formal procedure. In turn your manager, should endeavour to resolve differences of interest, in a responsible and constructive way as part of good employee relationships. If, however, this is not possible, the following formal procedure applies.

Procedural Arrangements

At any stage during the Formal Grievance Procedure you have the right to be accompanied by a work colleague or an accredited Trade Union Representative. You (and your chosen companion) will be expected to take all reasonable steps to attend, however if there are genuine reasons preventing attendance then the meeting may be postponed for up to one week.

If having raised a grievance, you then present a medical certificate or statement particularly containing diagnoses of “stress”, “anxiety” or “depression” etc., this will not normally be accepted as a reason for refusing to attend any subsequent investigation or grievance hearing, unless the medical evidence clearly states that you are too ill to understand what would be said at any such hearing. You may provide a written statement as supporting evidence which will be considered and you may ask your chosen companion as detailed above to provide the evidence on your behalf. If you fail a second time to attend the grievance meeting then it will be deemed that you no longer wish to pursue your grievance claim, having failed to justify the cause of your concerns.

All those parties involved with the grievance i.e. Managers, employee(s), companion(s) will treat the matter in confidence unless it is mutually agreed that the matter can be discussed with others.

The Manager will confirm to you the outcome in writing, within a reasonable timescale. If further investigation into your complaint is required, this may delay the process.

Stage One
You must set out details of your grievance(s) in writing, explaining how you wish your concerns to be resolved, and submit this to your Manager.

You will then be invited to a meeting. The purpose of the meeting is to consider and try to resolve the grievance(s) you have set out in writing.

The outcome of the meeting will be confirmed to you in writing, as will your right of appeal.

Stage Two
If you are not satisfied with the outcome at stage one, you will be given the right to an appeal meeting with a more senior person, which if your grievance is against the Nursery Manager will be with one or more Trustees who, whenever possible, has not been previously involved in the procedure.

The purpose of the appeal meeting is to consider and try to resolve the grievance(s) you have set out in writing.

The outcome of the meeting will be confirmed to you in writing, and this is the end of the internal procedure.

At Any Stage
By mutual consent between the Organisation and yourself, any unresolved grievance(s) can be referred for mediation.

Bringing or Continuing a Grievance once an employee has left the Organisation

If you resign raising a grievance as your reason for leaving, then this will be dealt with under the normal Grievance Procedure. If, however, you have already left the Organisation, for whatever reason, and then raise a grievance, we reserve the right to decide whether your grievance is dealt with in person or through an exchange of correspondence.