



Chieveley Pre-School: Grievance Procedure Policy

Reviewed and updated in line with ACAS Code of Practice and Early Years Alliance guidance (2024).

This policy applies to all employees at Chieveley Pre-School and aims to ensure fair and timely resolution of concerns.

1. Introduction

This procedure is followed for settling grievances concerning any employee(s) of Chieveley Pre-School. It allows concerns to be raised and resolved fairly, promptly, and at the lowest possible level, with the right to escalate if needed.

2. Scope and Principles

- Applies to all employees of Chieveley Pre-School.
- Does not cover issues related to disciplinary actions unless involving discrimination or procedural flaws.
- Employees may be accompanied by a trade union representative or work colleague at grievance meetings.

3. Informal Procedure

Employees are encouraged to raise concerns verbally with their manager or the Committee Chair to resolve matters informally wherever possible.

4. Formal Procedure

- Step 1 – Statement of Grievance: The employee must submit the grievance in writing to their manager (or Committee Chair if about the manager).
- Step 2 – Investigation and Meeting: The manager investigates and arranges a grievance meeting within 5 working days, providing reasonable notice.
- Step 3 – Notes & Outcome: Notes are taken, agreed, and signed. A decision letter with appeal rights is issued within 10 working days.
- Step 4 – Appeal: The employee may appeal in writing within 7 working days. A new meeting will be arranged, and a final decision provided.



5. Exceptions and Modified Procedure

A two-step modified process may be used if employment has ended and the grievance was not raised or resolved before leaving. The employee submits a written complaint, and management responds in writing without a meeting, unless otherwise agreed.

6. Review and Approval

This policy will be reviewed annually or following significant changes in legislation or after any incident that highlights a need for policy revision. The Pre-School Manager and committee will approve all changes.

This notice was reviewed and adopted by the Chieveley Pre-School committee.

Signed Preschool Manager:



Date: 04/09/2025



Signed Preschool Chair:

Date: 13.08.25