

Chieveley Pre-School

Chieveley Early Years Centre, School Road

Chieveley, West Berkshire RG20 8TY

Tel: 07511 098 720

E-mail info@chieveleypreschool.co.uk

Website www.chieveleypreschool.co.uk

Registered Charity No.1048094. PLA No.15843.



Grievance Procedure concerning any employee(s)

1. Introduction

1.1 The following procedure should be followed in order to settle all grievances concerning any employee(s) of Chieveley Pre-School.

2. Principles

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

2.2 The procedure covers all employed staff in Chieveley Pre-School direct employment who have a grievance.

2.3 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 conduct or capability.
- decisions on strategic business issues, which are taken by Chieveley Pre-School or Parent Committee, but not excluding the operational impact of those decisions.

2.4 Employees are entitled to be accompanied at a grievance meeting by a trade union representative or by a work colleague.

3. Procedure

3.1 Chieveley 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.

4. Informal Procedure

4.1 Employees are encouraged to raise concerns verbally with their manager (or Committee Chair) prior to raising a formal grievance.

5. Formal Procedure

5.1 *Step one — statement of grievance and investigation*

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

5.2 Where the grievance is against the manager the matter should be raised with the Committee Chair.

5.3 The grievance will then be investigated by the manager or Committee Chair and the employee may at this stage be asked to an informal meeting to clarify any matters or to provide further information to assist the investigation.

5.4 *Step two — 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, taking into account the time that may be required to investigate the grievance prior to the meeting, and normally at least 5 working days notice of this meeting should be provided to the employee.

5.5 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 be unable to attend the meeting, it must be rearranged.

5.6 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.

5.7 At the meeting a member of the executive committee (Secretary or Treasurer) will be appointed to take notes, including the outcome and reasons for the decision. Notes would be read back to all attending and then signed to agree the discussions on the day. These notes would be formally signed again when documented. All parties are entitled to a copy of all meeting notes. The Committee Chair and the Manager will attend the meeting. The Committee chair will chair the meeting. The employee must inform the attendees hearing the grievance what the basis for the complaint is in detail and respond to any questions the Manager or Chair may have

5.8 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.

5.9 *Step three — appeal*

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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.

- 5.10 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 reasonably possible.
- 5.11 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 companions be unable to attend the meeting, it must be rearranged.
- 5.12 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.
- 5.13 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.
- 5.14 This is the final stage of the procedure.

6. Exceptions to the Procedures

- 6.1 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.
- 6.2 In these cases the following procedure should be undertaken.
- 6.3 Modified Step One — 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.
- 6.4 Modified Step Two — The manager is required to set out the response in writing and send it to the employee.

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This policy was reviewed by the management and committee of Chieveley Pre-School and adopted during 2021-2022

Signed on behalf of Chieveley Pre-School by the chair.

Name (Sign): 

Date: 24.11.21.

Name (Print): Jenny Hopps

Date: 24.11.21.