



Procedures

GRIEVANCE PROCEDURE

Hatch Warren Under Fives and Kempshott Under Fives Preschool, will hereafter be referred to as the “Preschool”

This is the Preschool Grievance Procedure and is to be used by staff to raise issues and deal with problems. It is not for parents to use to make complaints; they should use the complaints procedure.

Wherever possible it is preferable to use informal measures to resolve problems and issues staff may have. Informal measures may be discussing the problem with the Preschool Manager or a member of the Management Committee and agreeing a mutually acceptable outcome. Dealing with issues informally often allows any problems to be resolved more quickly and with less stress to the employee.

However all staff have the right to raise a grievance when they feel it is necessary. This might be because the issue is very serious or that using informal measures has failed to resolve the problem.

THE 4 STEPS

There are 4 basic steps to the Grievance Procedure:

- 1) Employee lodges a grievance in writing
- 2) A member of the Management Committee hears the grievance & offers a solution
- 3) Employee appeals against the proposed solution in writing
- 4) The Management Committee Chair Person hears the appeal & decides upon the solution. (This may be the same solution as in point 2 or different)

Step 1

The employee writes a letter to the Management Committee stating their problem / issue. The issue may relate to the terms & conditions of employment, health & safety, bullying, harassment or a general problem. The letter should describe the issue as fully as possible and what outcome they would like to see.

Step 2

A member of the Management Committee meets with the employee as soon as possible after the grievance is lodged (no more than 14 days unless mutually agreed). At the meeting a second committee member is present to take notes. The employee is entitled to have another member of staff or Trade Union Representative to act as a witness & offer support. It is the responsibility of the employee to arrange this.

During the meeting the investigating committee member should understand the problem being raised as fully as possible. This may mean that at times the meeting has to be adjourned to allow the committee member to see other witnesses, review preschool policies etc. Once the committee member has all the facts they should offer a solution to the member of staff.

Step 3

If the employee is unhappy with the proposed solution they can appeal against the decision. They must appeal in writing within 7 calendar days of the stage 2 meeting. The appeal should be addressed to the Management Committee Chair Person and should state the reason for appeal and the desired outcome.

Step 4

The Management Committee Chair Person meets with the employee as soon as possible after the appeal is lodged (no more than 14 calendar days unless mutually agreed). At the meeting a second nominated committee member is present to take notes. The employee is entitled to have present another member of staff or a Trade Union Representative to act as a witness and offer support. It is the responsibility of the employee to arrange this.

Prior to the meeting the Management Committee Chair Person should meet with the original investigating committee member to understand the proceedings so far. During the meeting the Chair Person should understand the problem as fully as possible. This may mean at times the meeting is adjourned to allow them to see other witnesses, review Preschool Policy etc. It is also important to understand the outcome the employee wishes to see and why they were unhappy with the initial proposed solution.

Once the Management Committee Chair Person has all the facts they should offer a solution to the member of staff. This may be the same solution as originally suggested at stage 2, however a different solution may also be proposed.

PRINCIPLES OF THE GRIEVANCE PROCEDURE

Grievances can be stressful and upsetting for all concerned and so it is important that they are dealt with quickly and with respect for confidentiality.

Once all 4 stages of the procedure are complete the Management Committee Chair Person's decision is final, so it is important that the employee understands and where possible agrees with the solution.

This policy was adopted at a meeting of the Preschool held on:

Signed on behalf of the Preschool _____