



Grievance

INTRODUCTION

Stretton Pre-School recognises that employees may have problems and concerns about their work, working environment or working relationships that they wish to raise and have addressed. The aim of this policy is to provide a mechanism for these to be dealt with fairly and quickly and at the lowest level possible within the organisation at which the matter can be resolved.

Where possible, and appropriate, grievances will be dealt with informally, in discussion with the employee's line Manager. This can often lead to the speedy resolution of problems. If a grievance cannot be settled informally this procedure is intended to ensure that any grievance is settled fairly, consistently and in a timely manner.

Each member of staff has a right to seek redress for a grievance about any area of their employment. No action will be taken against an employee for bringing a grievance. However, Disciplinary action will be taken against vexatious grievances raised.

This procedure is a statement of Stretton Pre-School's policy and commitment to operate a fair grievance procedure in relation to all its employees taking into account the recommendations of ACAS.

Data Protection

In the implementation of this policy, Stretton Pre-School may process personal data and/or special category personal data collected in accordance with its GDPR and data protection policy. Data collected from the point at which this policy is invoked will only inform Stretton Pre-School for the benefit of implementing this policy. All data is held securely and accessed by, and disclosed to, individuals only for the purposes of this policy. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with Stretton Pre-School's GDPR and data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under Stretton Pre-School's disciplinary procedure.

PROCEDURE

The following procedure is designed to ensure that the handling and settlement of issues is achieved in a fair and equitable manner. The aim of the procedure is to settle a grievance as near to the point of origin as possible.

The steps in this procedure can be equally applied to a group of employees who share a grievance. It is the intention that all concerned will use their best endeavours to ensure that the spirit and intention of the procedure is honoured at all times. It is imperative that at all times matters relating to the grievance are treated with the utmost confidentiality by both parties at all times.

- The employee should put their grievance in writing to their line manager. Where the grievance is against the employee's line manager, then it should be raised with the next level of management.

- The manager will consider the grievance issue and undertake an investigation. Part of the investigation will include meeting with the aggrieved employee. Every effort will be made to arrange a Grievance Hearing within 7 days of receipt of the written grievance. The employee has the right to be accompanied to the hearing by a work colleague or Trade Union representative. Notes will be taken at each investigation meeting.
- At the hearing the employee will be given the opportunity to detail their grievance and the manager will ask any questions in order to clarify and fully understand the issue. Another member of the management team (or an alternative appropriate member of staff) may attend the hearing along with the manager in order to take notes.
- Upon completion of the grievance hearing the manager will consider the issue and if necessary undertake further investigations and reply within 10 working days of the hearing with a decision. If this is not possible the employee will be contacted explaining the reason for the delay and will be given a date that the decision will be received.
- The employee will be provided with the outcome of the investigation in writing. There are many possible outcomes to a grievance investigation and this could range from the mediation of two parties in order to make a good working relationship, training needs being identified or even disciplinary action in some circumstances should a grievance be upheld.
- Where an employee does not refer the issue to the next stage of the grievance procedure it will be taken that they accepted the decision.
- If the employee is dissatisfied with the outcome of the grievance, they have the right to appeal the decision and should then raise the matter directly with the [HR Manager or other Job Title], in writing within 5 working days.
- An appeal hearing will be arranged. The employee will have the right to be accompanied to the hearing by a work colleague or Trade Union representative. A Trustee not previously involved in the process will hear the appeal and will consider the information gathered at the grievance investigation meetings. This appointed Trustee will decide the outcome of the grievance appeal and this will be the final stage in the grievance procedure.

MEDIATION

Where it is not possible to resolve grievances in the workplace, it may possible to use a mediator. This could be an internal third party who has not been involved in the grievance process, or an external third party if that is more appropriate in the circumstances.

KEEPING RECORDS

Records will be kept detailing:

- The nature of the grievance raised
- The employer's response

- Action taken
- Reasons for Action taken and
- Whether there was an appeal and if so the outcome

Records will be treated as confidential and kept in accordance with the General Data Protection Regulations (GDPR) 2018, which gives individuals the right to request and have access to certain data.

This policy was adopted by

Stretton Pre-School

On

30 November 2022

Date to be reviewed

Annually

Signed on behalf of the provider

E. Greenfield

Name of signatory

Emily Greenfield

Role of signatory

Chair Person

