



GREIVANCE POLICY AND PROCEDURE

This policy covers Bierton Pre School's procedure for employees to raise and resolve problems or concerns about their work, working environment and working relationships.

This policy applies to all Bierton Pre School's employees. It does not apply to self-employed contractors. This policy does not form part of the employment contract for staff and Bierton Pre School's may amend this policy at any time.

Procedure

All staff must ensure they are aware of the requirements under this policy and store all forms/ records for the period set out in the Storage and Retention section in this policy.

Informal procedure

If you are concerned about any aspects of your employment you should speak to your Line Manager. If you feel that you are unable to speak to your Line Manager, for example because the complaint concerns him/ her, then you should speak informally to a more senior manager or committee member. If this does not resolve your complaint, you should follow the formal procedure.

Formal procedure

You must set out the details of your complaint fully in writing to your Line Manager, stating that you wish to raise a formal grievance. Details should include any dates, individuals involved and what you would like as the outcome of your grievance. If the complaint concerns your Line Manager, you should submit your grievance to a more senior manager or committee member.

Your grievance will be acknowledged by letter within 3 days of receipt of your grievance.

Grievance Meeting

The Pre School Manager and a chair person or another Committee member will invite you into a meeting, which will normally take place no more than 10 working days after the written grievance has been received. You must make every effort to attend the meeting. If you fail to attend without good reason, the grievance may be investigated only on the information given within your written complaint.

After the initial grievance meeting, the Pre School Manager or another Committee member may carry out further investigations and/ or hold further grievance meetings as Bierton Pre School's considers appropriate.

Right to be accompanied

If you attend a grievance meeting or grievance appeal, you may request that either a trade union representative or a Bierton Pre Schoolwork colleague accompany you at the meetings. You must provide advance written notice of the individual you wish to accompany you to the meeting. Your

companion may make representations to Bierton Pre School and ask questions but cannot answer questions on your behalf. You may confer privately with your companion at any time during the meeting. You will be responsible for making the arrangements with your chosen companion for their attendance at the grievance meeting or grievance appeal meeting.

If you or your companion cannot attend at the time specified you should let the Pre School Manager know as soon as possible and Bierton Pre School will try, within reason to agree an alternative time for the meeting to be held.

Investigations

In some cases, it may be necessary for Bierton Pre School to carry out an investigation into your grievance. The investigation will be carried out by the Pre School manager or Committee member. The amount of investigation required will depend on the nature of the allegations and will vary from case to case.

The Pre School manager or Committee member may initiate an investigation prior to holding a grievance meeting where considered appropriate. In other cases, they may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, further grievance meetings may take place with you prior to reaching a decision.

Outcome of a grievance

You will be notified in writing of the outcome of your grievance within 10 working days from the final grievance meeting held. The letter will notify you of the decision and advise of any further action that Bierton Pre School intend to take to resolve the grievance and advise you of your right to appeal.

Appeal

You may appeal against any grievance decision within 5 working days of the written grievance decision being sent to you. This must be in writing and state the full grounds of your appeal. The appeal will need to be sent to the person as detailed in the outcome letter of your grievance.

An appeal officer will be appointed, and you will be invited into an appeal meeting. This will normally take place no more than 10 working days after the written appeal has been received. The appeal officer will confirm the outcome of you appeal in writing. The decision on the appeal will be final and there will be no further right of appeal.

Mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is responsible of the process of seeking to resolve the problem but not the outcome.

Mediation can be used for the following:

- for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication issues and bully and harassment.

Mediation is not part of Bierton Pre School’s formal grievance procedure, however if both parties agree to mediation, then the grievance procedure can be suspended to resolve the grievance. If mediation is not successful, then the grievance procedure can be re-commenced.

Storage and Retention

Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance procedure.

Date: 02/10/2019
Signed:.....
Name: SARAH HEARN
Role of signatory: CHAIRPERSON

Signed, all staff:
