

Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints.



3.8 Grievance Procedure

Policy statement

The following procedure should be followed to settle all grievances concerning any employee(s) of the Foundry Lane Community Playgroup.

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

Principles

The procedure covers all employed staff in direct employment who have a grievance. 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 the Management Committee, but not excluding the operational impact of those decisions.

Employees are entitled to be accompanied at a grievance meeting by a Trade Union Representative or by a work colleague.

Procedures

This 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.

Informal Procedure

Employees are encouraged to raise concerns verbally with their manager prior to raising a formal grievance.

Formal Procedure

Step 1: Statement of grievance

- Employees must provide in writing, the nature of the alleged grievance and send the written complaint to their immediate manager.
- Where the grievance is against the manager, the matter should be raised with a more senior manager, i.e normally the manager's manager e.g. the management committee.

Step 2: 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, normally at least 5 working days notice of this meeting should be provided to the employee.
- Employees are required to take all reasonable steps to attend the meeting. However, should for a reasonable unforeseen reason, either the employee, the manager or their companions be unable to attend the meeting, it must be rearranged.
- 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.
- At the meeting the employee must inform the manager hearing the grievance what the basis for the complaint is.
- 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.

Step 3: Appeal

- 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.
- 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.
- 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 manger or their companions be unable to attend the meeting, it must be rearranged.

- 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.
- 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.

This is the final stage of the procedure.

Exceptions to the Procedures

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.

In these cases the following procedure should be undertaken.

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.

Modified Step Two – The Management Committee is required to set out the response in writing and send it to the employee.

This policy was adopted at a meeting of	Foundry Lane Community Playgroup Management Committee
Held On	05/01/12
To be reviewed	Annually
Signed for and on behalf of Foundry Lane Community Playgroup Management Committee	
Name of Signatory	V. Whybrew
Role of Signatory	Chairperson

Review Date	Reviewed By (Name)	Role	Signed
05/01/12	V. Whybrew	Chairperson	
21/06/12	B. Angel	Chairperson	
28.02.13	B. Angel	Chairperson	
31.01.15	C. Carstairs	Treasurer	
22.02.16	S. Andrade	Chair	
08.02.17	J. Tanner	Chair	
22.02.18	J. Tanner	Chair	
14.03.19	J. Stephens	Chair	
12.03.2020	J. Stephens	Chair	
12.02.2021	J. Stephens	Chairperson	