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Grievance Procedure for Employees

This policy applies to all employees and is designed to ensure that employees are treated fairly, reasonably and consistently

This policy complies with the statutory requirements regarding grievances and reflects best practice and the ACAS code of practice.

N.B. Decision makers should also refer to the 'ACAS Guide on Disciplinary and Grievance' for further information, sample letters, preparation for meetings and advice on making Grievance decisions

If an employee is dissatisfied s/he must have the opportunity for prompt discussion with her/his Manager. If the grievance persists, a management panel should be set up for the purpose of further discussion, at which the employee may, if s/he wishes, be accompanied by a work colleague.

The aim of the above procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation. Employees are entitled to be accompanied at all stages of the grievance procedure.

Standard statutory minimum procedure

The pre-school management must ensure that the following statutory minimum procedure is always followed when grievances have been raised by employees. The procedure consists of the following three steps.

Step 1: statement of grievance

The employee must set out the grievance in writing, and the basis for it, and send the statement or a copy of it to the Manager.

Step 2: meeting

The pre-school must invite the employee to attend a meeting to discuss the grievance. The meeting must not take place unless the employee has informed the pre-school what the basis for the grievance is when s/he made the statement under step 1, and the pre-school has had a reasonable opportunity to consider her/his response to that information. The employee must take all reasonable steps to attend the meeting. After the meeting, the pre-school must inform the employee of its decision as to its response to the grievance, in writing and notify her/him of the right to appeal against the decision if s/he is not satisfied with it. The employee should be notified of the decision within 5 days of the meeting. Any appeal must be submitted within 5 days of the date of the decision letter.

Step 3: appeal

If the employee does wish to appeal, s/he must inform the pre-school in writing. If the employee informs the pre-school of her/his wish to appeal, the pre-school must invite her/him to attend a further meeting. The employee must take all reasonable steps to attend the meeting. After the appeal meeting, the pre-school must inform the employee of its final decision.

Hearing the appeal

The appeal hearing should be heard, if possible within 15 days of receipt of the appeal. The appeal group may consist of the same people as the previous panel, and they must make every effort to hear the appeal as impartially as possible. A written record of the meeting will be kept.

Time scales

Each step and action under the grievance procedure must be taken without unreasonable delay. Early meetings to resolve grievances will help to facilitate resolution of issues. Consideration should be given to timings and locations of meetings to ensure that the employee and their representative are able to attend. Two reasonable attempts by the pre-school to arrange a meeting will normally be sufficient if they prove abortive because of the employee's non-attendance. If an employee is not able to attend the first grievance meeting arranged then s/he will be required to provide an alternative date to take place within 5 days of the original date given by the pre-school. Failure to do so will normally result in the grievance processes being aborted unless there are extenuating circumstances.

Notes on this policy

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