



GRIEVANCE PROCEDURE

The following Grievance Procedure applies to Micklands Pre-School staff:

1. It is our policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.
2. Most routine complaints and grievances are best resolved informally in discussion with your immediate line manager – the Pre-School Supervisor.
3. Where the grievance cannot be resolved informally it will be dealt with under the following procedure.
4. Application of this procedure is, however, at our discretion and is not a contractual entitlement. We reserve the right to depart from the precise requirements of this procedure where it is appropriate to do so. The procedure may also be discontinued if it becomes impracticable for either party to continue with it.
5. In addition, this procedure should not be used to complain about disciplinary action that we have taken against you. If you are dissatisfied with any disciplinary action, you should submit an appeal under the disciplinary procedure

The Procedure

Step 1: You give us a written statement of your grievance

6. If you have a grievance arising from your employment which has not been resolved through informal discussions, you must raise this in writing setting out the nature and basis of your complaint, and send it to the Pre-School Supervisor. If your grievance concerns the Pre-School Supervisor or if you feel, for any other reason, that it is inappropriate to raise your grievance with the Pre-School Supervisor, you should raise the grievance with a pre-School Chairperson.

Step 2: Grievance Meeting

7. On receiving details of a formal grievance, we will invite you to attend a meeting to discuss the grievance, which will be held as soon as practicable following the grievance being raised. You must take all reasonable steps to attend the meeting, the timing of which may depend on whether we have to carry out an initial investigation into the grievance. In some situations we may need to seek additional clarification from you regarding your grievance. This may involve interviewing you and any witnesses, if appropriate, prior to the meeting.



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8. At the meeting you will have an opportunity to outline the nature of your complaint, to discuss it with us and to indicate how you believe it should be resolved.
9. The complaint will then be given careful consideration by the manager hearing the grievance, prior to a response being communicated to you. There may be a need to conduct further investigations and/or to hold additional meetings.
10. As soon as possible after the meeting we will inform you in writing of the decision taken in response to the grievance and, where appropriate, providing an explanation of the reasons for the decision. You will also be informed of your right to appeal against the decision if you are not satisfied with it.

Step 3: Appeal

11. You may appeal in writing against the decision to the individual specified in the letter confirming the outcome of the grievance meeting. This should be done within 5 working days of receipt of our decision. Your letter should contain your full grounds of appeal.
12. We will then invite you to an appeal meeting. You must take all reasonable steps to attend the meeting. If reasonably practicable, a more senior manager who has not been involved in the grievance procedure so far will deal with the appeal.
13. The appeal meeting is not intended to repeat the investigation undertaken prior to the grievance hearing, but to focus on specific factors which you may feel have not received sufficient consideration.
14. As soon as possible after the meeting, we will inform you in writing of our decision, which will be final.

Right to be accompanied

15. You will have the right to be accompanied at the grievance meeting and any grievance appeal meeting by a work colleague or a trade union representative. Your representative may make representations to us and ask questions but he/she may not answer questions on your behalf. You may confer privately with your companion at any time during the meeting.
16. A meeting at which you are entitled to be accompanied may be postponed, at your request, for up to 5 working days if your chosen companion is not available to attend on the date set for the meeting in question. You must tell the person holding the meeting who your chosen companion is, in good time before the meeting.



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17. In some circumstances your choice of companion may not be allowed for example, anyone who may have a conflict of interest, or whose presence may prejudice the meeting.
18. We may at our discretion, allow you to bring a companion who is not a fellow worker or union official (for example, a member of your family) where this will help overcome a particular difficulty caused by a disability or where you have difficulty understanding English.

General

19. All proceedings will, as far as possible, remain confidential. You are not permitted to make any electronic recordings of any investigative meetings, grievance meetings or appeal meetings. Your representative or any companions or witnesses who accompany you to any meetings are also forbidden from making electronic recordings.
20. We will try out each step in the procedure without unreasonable delay and arrange meetings at reasonable times and locations.
21. If at any stage it is not possible to provide a decision within the specified time period, you will be informed of the reason for the delay and the likely date on which a decision will be provided to you.
22. Records should be kept detailing the nature of the grievance raised, our response, any action taken and the reasons for it. These records will be kept confidential.