



GRIEVANCE PROCEDURE

It is Playgroup policy to ensure that any staff member with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair and full manner.

Most routine complaints and grievances are best resolved informally in discussion with the Manager.

Where the grievance cannot be resolved informally it will be dealt with under the following procedure that complies with the statutory standard three-step grievance procedure.

The Standard Grievance Procedure

Step 1: Staff members written statement of grievance

- The staff member must put the grievance in a 'written statement of grievance'.
- Where the grievance is against the Manager the matter should be raised with the Chairperson.
- Where the grievance is against the Chairperson the matter should be raised with the SCSWIS (01383 841100).

Step 2: Meeting is held

- The Manager will invite you to attend a meeting to discuss the grievance.
- The staff member must take all reasonable steps to attend the meeting.

Step 3: After the meeting

- After the meeting the Manager must inform the staff member of the decision taken in response to the grievance and will notify the staff member of their right to appeal if they are not satisfied with the decision.
- The staff member should appeal to complete the statutory procedure.

Step 4: The Appeal

- When the staff member appeals they should inform the Manager.
- The Manager will then invite the staff member to attend another meeting.
- The staff member must take all reasonable steps to attend.
- After the meeting the Manager will inform you in writing of the decision taken.

The Modified Grievance Procedure

The Modified Grievance Procedure will apply in relation to your grievance only if:

- You no longer work for the employer.
- You have agreed with your employer in writing that it will apply.

Principles Applicable to the Standard Grievance Procedure

- The times and locations of meetings should be reasonable.
- Meetings must be conducted in a way that allows both parties to explain their case.
- Records should be kept detailing the nature of the grievance raised, the Manager's response, any action taken and the reasons for it.
- You have the right to be accompanied to the hearing by a fellow employee.
- There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example where your grievance is about the fact the Committee intends to dismiss you. In these cases, the Committee will not necessarily follow the statutory procedures set out above.

Adopted by the Committee

Date

August 2015