



Milborne Ladybirds Playgroup

GRIEVANCE PROCEDURE

Where there is a disagreement or difficulty in staff relations with the employer at Milborne Ladybirds we seek to resolve it quickly, appropriately and in accordance with ACAS guidelines.

- The employee must let the employer know the nature of the grievance.
 1. It is hoped that most disagreements can be resolved informally by the staff member in discussion with the setting manager and/or a member of the Committee.
 2. If it is not possible to resolve a grievance informally the staff member should raise the matter formally and without unreasonable delay with the setting manager or the Committee. The person approached should not be the subject of the grievance.
 3. This should be done in writing and should set out the nature of the grievance.
 4. The person initially approached must make relevant members of the Committee aware of the grievance.
- There will be meeting with the employee, the setting manager and a selected Committee member(s) to discuss the grievance.
 1. The Committee will arrange for a formal meeting to be held without unreasonable delay after a grievance is received. Where possible this will be within two weeks.
 2. It is expected that the staff member will make every effort to attend the meeting. The Committee will ensure that their representatives attend.
 3. The staff member will be allowed to explain their grievance and how they think it should be resolved.
 4. Consideration will be given to adjourning the meeting for any investigation that may be necessary.
- Milborne Ladybirds will allow the employee to be accompanied at the meeting by a suitable companion taking into account the guidelines below:
 1. Staff members have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. So this would apply where the complaint is, for example, that the employer is not honoring the worker's contract, or is in breach of legislation.
 2. The chosen companion may be a fellow worker, a trade union representative or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.



Milborne Ladybirds Playgroup

3. To exercise the right to be accompanied a staff member must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However it would not normally be reasonable for staff members to insist on being accompanied by a companion whose presence would prejudice the meeting.
 4. The companion will be allowed to address the meeting to put and sum up the staff member's case, respond on their behalf to any views expressed at the meeting and confer with the staff member during the meeting.
 5. The companion does not have the right to answer questions on the staff member's behalf, address the hearing if the staff member does not wish it or prevent the employer from explaining their case.
- Deciding on appropriate action.
 1. Following the meeting the Committee will decide on what action, if any, to take.
 2. Decisions will be communicated to the staff member, in writing, without unreasonable delay and, where appropriate, will set out what action the employer intends to take to resolve the grievance.
 3. The staff member will be informed that they can appeal if they are not content with the action taken.
 4. If no further concern is raised on this issue the grievance will be considered closed after 6 months.
 - Milborne Ladybirds recognizes the right of the staff member to take the grievance further if not resolved.
 1. Where a member of staff feels that their grievance has not been satisfactorily resolved they should appeal. They should let the Committee know the grounds for their appeal without unreasonable delay and in writing.
 2. Appeals will be heard without unreasonable delay and at a time and place which will be notified to the member of staff in advance.
 3. The appeal will be dealt with impartially and wherever possible by a Committee member who has not previously been involved in the case.
 4. The Committee may choose to be advised at appeal by an appropriate representative of the Local Authority.
 5. The member of staff has a statutory right to be accompanied at any such appeal hearing.



Milborne Ladybirds Playgroup

6. The outcome of the appeal should be communicated to the employee in writing without unreasonable delay.
- Overlapping grievance and disciplinary cases.
 1. Where a staff member raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it will be considered whether it is appropriate to deal with both issues concurrently.

Reviewing the Policy

The Grievance Procedure will be kept under review and will be reviewed annually

This policy was reviewed and agreed at a meeting of the Management Committee held on 12th July 2011