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Grievance Policy

Bradpole Preschool believes that it is in everyone's best interest to ensure that any grievances are dealt with quickly and fairly, at the lowest level possible, within the organisation at which the matter can be resolved. Most routine complaints and grievances are obviously better resolved in informal discussions with the Pre-School leader. Dealing with grievances in this way can often lead to a speedy resolution of the problem. However, when a grievance cannot be resolved informally, the matter will be dealt with under the formal grievance procedure.

Procedure:

Stage one

The employee should put their grievance in writing to the Preschool Leader. If the employee has difficulty expressing their grievance in writing, the employee should seek help from a work colleague, or employee representative. If a grievance is against the Preschool Leader, the matter should be raised in writing with a committee member. The employee will then be invited to attend a meeting in order to discuss the grievance. The employee must be informed of his or her statutory right to be accompanied at such a hearing by a committee member or work colleague. This meeting will not take place unless:

- The employee has informed the Preschool Leader or committee member of the basis for the grievance when it was initially put in writing.
- The preschool leader or committee member has had a reasonable opportunity to consider their response to that information.

During the meeting the employee must be allowed to explain their complaint and suggest how they think it should be resolved. If during the hearing, the Pre-School leader or committee member feels further investigation is necessary then the meeting should be adjourned to obtain advice or investigate the matter further. The person hearing the grievance should give careful consideration to the grievance before responding to the employee and should respond in writing to the grievance within 5 working days of the hearing and at the same time notify the employee of the right to appeal against the decision. If it is not possible to respond within the specified time period, the employee should be given an explanation for the delay, and told when a response can be expected.

Stage Two

If the matter cannot be resolved at stage one, the employee should appeal the matter in writing to the chair of the committee. Again, the chair must arrange to hear the grievance within a period of 5 working days and must inform the employee of their statutory right to be accompanied. Following the hearing the chair should where possible, respond to the grievance in writing giving a final decision within 10 working days. If it is not possible to respond within this time period, the chair should give an explanation for the delay and tell the employee when a response can be expected.



Records

Records should be kept detailing the nature of the grievance raised, Bradpole Preschool's response, any actions taken, and the reason for it. These records will be kept confidential and retained in accordance with the data protection act 1998. Copies of the meeting records including any formal minutes should be given to the employee. In certain circumstances Bradpole Preschool may withhold some information if necessary to protect third parties.

This Grievance Procedure complies with the requirements of the Employment Act 2002 and the ACAS Code of Practice on Disciplinary and Grievance Procedures Oct 2004

If an employee fails to comply with this procedure, this may affect any rights they may have to have the matter dealt with externally at a later date.

This policy was adopted at a meeting of: The Committee of Bradpole Preschool

Held during the Autumn Term 2025

Date to be reviewed: Autumn Term 2026