



Grievance Policy and Procedure

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Policy statement

Bradpole Preschool believes that it is in everyone's best interests to ensure that any grievances are dealt with quickly, fairly, and consistently, at the lowest possible level within the organisation where the matter can be resolved. Most routine complaints and grievances are best resolved through informal discussion with the Preschool Lead/s. Dealing with grievances informally can often lead to a prompt and satisfactory resolution. However, where a grievance cannot be resolved informally, the matter will be dealt with through the formal grievance procedure outlined below.

Bradpole Preschool is committed to:

- treating all employees fairly and with respect;
- ensuring grievances are handled sensitively, confidentially, and without unreasonable delay;
- encouraging open communication between staff and management;
- ensuring employees are able to raise concerns without fear of victimisation;
- complying with current employment legislation and ACAS guidance.

Employees are encouraged to raise concerns as soon as possible so that issues can be addressed effectively and working relationships maintained.

Legislation and guidance

This policy is based on the following legislation and guidance:

- Employment Rights Act 1996
- Employment Act 2002
- Equality Act 2010
- Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR)
- ACAS Code of Practice on Disciplinary and Grievance Procedures (current edition)

Procedure

Stage One

The employee should put their grievance in writing to the Preschool Leads. If the employee has difficulty expressing their grievance in writing, they may seek assistance from a work colleague or employee representative. If the grievance concerns one of the Preschool Leads, the matter could be raised in writing with the other Lead or in writing to a core committee member.

The employee will then be invited to attend a meeting to discuss the grievance. The employee must be informed of their statutory right to be accompanied at the meeting by a work colleague or trade union representative.

This meeting will not take place unless:

- the employee has informed the Preschool Leads or committee member of the basis of the grievance in writing; and
- the Preschool Leads or core committee members have had a reasonable opportunity to consider their response.



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During the meeting, the employee will be given the opportunity to explain their grievance and suggest how they believe the matter could be resolved. If, during the meeting, the Preschool Leads or committee member believes that further investigation is required, the meeting may be adjourned in order to obtain advice or investigate the matter further.

The person hearing the grievance will give careful consideration to the matter before responding. A written response will normally be provided within five working days of the meeting. The employee will also be informed of their right to appeal against the decision. If it is not possible to respond within this timeframe, the employee will be informed of the reason for the delay and advised when a response can be expected.

Stage Two

If the matter cannot be resolved at Stage One, the employee may appeal in writing to the Chair of the Committee. The Chair will arrange an appeal meeting within five working days where possible and will inform the employee of their statutory right to be accompanied.

Following the meeting, the Chair will, where possible, provide a written final decision within ten working days. If it is not possible to respond within this timeframe, the Chair will explain the reason for the delay and advise when a response can be expected.

Records

Records will be kept detailing:

- the nature of the grievance raised;
- Bradpole Preschool's response;
- any actions taken; and
- the reasons for those actions.

These records will be kept confidential and retained in accordance with the Data Protection Act 2018 and UK GDPR.

Copies of meeting records, including any formal minutes, will be provided to the employee. In certain circumstances, Bradpole Preschool may withhold information where necessary to protect third parties.

Monitoring and review

This policy will be reviewed regularly to ensure that it remains compliant with current legislation, guidance, and best practice. Failure by an employee to comply with this procedure may affect any rights they may have to pursue the matter externally at a later date.

This policy was adopted by the Bradpole Preschool Committee

During the Summer Term 2026

Date to be reviewed Summer Term 2026