



Adventure Pre-School – Grievance Policy

A grievance is a concern, problem or complaint that an employee has about an aspect of their employment. This may be in relation to:

- terms and conditions of employment
- health and safety conditions
- work relations
- bullying and harassment
- new working practices and/or organisational changes
- discrimination

Unless the employee fears that acting at Stage 1 or 2 would put themselves or others, in serious jeopardy they should follow this procedure from the start. If there is genuine fear of serious concern, employees may start at Stage 3 but must set out in writing the reasons why they did not feel attempts at Stage 1 or 2 were appropriate giving reference to the fear of reprisal or significant risk to safety.

Stage 1: Employees should attempt to resolve the grievance by direct engagement with any other individual involved.

Stage 2: Employees should attempt to resolve the grievance by informing and involving the Team Leader.

Stage 3: Employees who have attempted resolution of their grievance at Stage 1 and 2 but without satisfactory conclusion should put forward a written grievance to the management team. This must set out:

- The nature of the grievance being raised as clearly and concisely as possible
- The outcome of attempts at Stage 1 to resolve the grievance
- The outcome of attempts at Stage 2 to resolve the outcome

The allocated, requested or most appropriate member of the management team must contact Peninsula Human Resources to discuss the grievance process and take advice as necessary.

A meeting must then be convened at the earliest opportunity and within 3 working days to hear the grievance. A written record must be completed and agreed by all parties.

It is hoped that any grievance can be solved or overcome by this stage.

If further mediated dialogue is required the services of Peninsula Human Resources will be engaged to bring the resolution to a satisfactory closure. Procedures as set out in contracts of employment and from external advisors will dictate the next stage of a grievance procedure.