

Grievance Procedure for Rainbow Early Years Employees

Grievance procedure

If an employee is dissatisfied they must have the opportunity for prompt discussion with their immediate supervisor. For the Manager of the Group this would normally be the committee Chair. For other Group staff it would be the Group's Manager. If the grievance persists, a management panel should be set up for the purpose of further discussion, at which the employee may, if they wish, be accompanied by a work colleague or trade union representative.

The aim of the above procedure is to settle the grievance fairly and as near possible to the point of origin. It is intended to be simple and rapid in operation. There must be a right of appeal, to the full Group's committee. At this level also, the employee's work colleague or trade union official may be present.

Employees are entitled to be accompanied at all stages of the grievance procedure.

Standard statutory minimum procedure

The Group's committee must ensure that the following statutory minimum procedure is always followed when grievances have been raised by employees. The procedure consists of the following three steps.

Step 1: statement of grievance

The employee must set out the grievance in writing, and the basis for it, and send the statement or a copy of it to the Group.

Step 2: meeting

The Group must invite the employee to attend a meeting to discuss the grievance.

The meeting must not take place unless the employee has informed the Group what the basis for the grievance is when they made the statement under *Step 1*, and the Group has had a reasonable opportunity to consider their response to that information.

The employee must take all reasonable steps to attend the meeting.

After the meeting, the Group must inform the employee of its decision as to its response to the grievance in writing and notify them of the right to appeal against the decision if they are not satisfied with it. The employee should be notified of the decision within 5 days of the meeting. Any appeal must be submitted within 5 days of the date of the decision letter.

Step 3: appeal

If the employee does wish to appeal, they must inform the Group in writing. If the employee informs the Group of their wish to appeal, the Group must invite them to attend a further meeting.

The employee must take all reasonable steps to attend the meeting.

After the appeal meeting, the Group must inform the employee of its final decision.

Hearing the appeal

The appeal hearing should be heard, if possible within 15 days of receipt of the appeal. Two or three committee members - not, if possible, those involved in the initial grievance meeting - will serve as an appeal committee. If this is not possible, the appeal group may consist of the same people as the previous panel, and they must make every effort to hear the appeal as impartially as possible.

A written record of the meeting will be kept.

Modified statutory procedure

A modified procedure will apply in the following cases:

- i. the (former) employee is no longer employed by the Group;
- ii. the standard grievance procedure had not commenced or, if it had been commenced, had not been completed before the last day of the employee's employment; and
- iii. the parties have agreed in writing, after the Group became aware of the grievance, that the modified Grievance Procedure should apply in relation to that grievance.

In such circumstances the following procedure will apply:

Step 1 – statement of grievance

The employee must set out in writing the grievance and the basis for it, and send a copy of it to the Group. If the employee wishes for the modified procedure to be followed after the employment has ended, then they must include this in their statement at *Step 1* of the process. The Group can decide whether to accede to the employee's request to have the employer respond in writing or to insist that a meeting takes place in line with the standard grievance procedure.

Step 2— response

The Group must set out in writing their response in writing and send the statement or a copy of it to the former employee.

Time scales

Each step and action under the grievance procedure must be taken without unreasonable delay. Early meetings to resolve grievances will help to facilitate resolution of issues. Consideration should be given to timings and locations of meetings to ensure that the employee and their representative are able to attend. Two reasonable attempts by the Group to arrange a meeting will normally be sufficient if they prove abortive because of the employee's non-attendance. If an employee is not able to attend the first grievance meeting arranged then they will be required to provide an alternative date to take place within 5 days of the original date given by the Group. Failure to do so will normally result in the grievance processes being aborted.

Reviewed 14-8-18 by Manager

Reviewed 30-8-19 by Manager

Reviewed 4-8-20 by Manager