



Grievance Procedure

The purpose of this procedure is to ensure that an employee with a grievance receives a fair hearing at each stage.

It is the aim of Parkfield Montessori Pre-school to ensure that employees with a grievance relating to their employment can use this procedure to resolve grievances as quickly and as fairly as possible.

If an employee has a grievance about their employment they should discuss it informally with an immediate supervisor. We hope that the majority of concerns will be resolved this way within 5 working days.

If this has not been possible the employee must follow the following stages to ensure that the grievance is brought to a satisfactory conclusion.

Stage 1 – statement of grievance

If the employee feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to an immediate supervisor.

Stage 2 – the grievance meeting

The supervisor will respond, in writing, within 5 working days to the statement, inviting the employee to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible and the employee must be given reasonable notice of the date and time of the meeting. The employee must be informed of their right to be accompanied by a trade union representation or an impartial person not associated with the pre-school.

Employees must take all reasonable steps to attend the meeting, but if for any unforeseen reason the employee, or the employer, can't attend, the meeting must be rearranged.

Should an employee's companion be unable to attend then the employee must make contact within 2 days (48 hours) of the date of the letter to arrange an alternative date that falls within 5 days of the original date provided. These time limits may be extended by mutual agreement.

After the meeting the supervisor hearing the grievance must write to the employee informing them of any decision or action and offering them the right of appeal. This letter should be sent within 5 working days of the grievance meeting and should include the details on how to appeal.



Step 3 – appeal

If the matter is not resolved to the employee’s satisfaction, they must set out their grounds of appeal in writing within 5 working days of receipt of the decision letter.

The employee should receive a written invitation to attend an appeal meeting within 5 working days of making the appeal. The appeal meeting should be taken by the settings owner. If the original meeting was held by the owner, then a representative of Parkfield School will hear the appeal to offer an impartial view.

After the appeal meeting, the owner/manager must inform the employee in writing of any decisions made within 5 working days of the meeting. This decision is final.

The maximum response times in dealing with each stage of the procedure is 5 working days (one week) but the aim will be to resolve all grievances as quickly and efficiently as possible.

This policy is reviewed annually, or as deemed necessary.

Policy reviewed and updated.....(date)

Signed.....