

Grievance Policy



Procedure

We consider it important to provide employees with a clear procedure for addressing any problems or concerns they may have at work. The purpose of this procedure is to set out how employees can raise a grievance and how we will investigate and deal with grievances.

We reserve the right to engage external third party assistance at any stage of the grievance process.

This procedure applies to employees only. It does not constitute contractual terms and conditions. We reserve the right to amend this procedure following appropriate consultation.

Reasonable adjustments will be made to the procedure for disabled employees. Any employee requiring assistance should speak to their line manager.

Raising Grievances Informally

Employees are encouraged to approach their line manager in the first instance to discuss concerns and attempt to resolve issues informally. If the concern relates to the line manager, employees should speak to a senior manager instead.

If the issue is not resolved informally, the employee should follow the formal grievance process below.

Formal Procedure

Stage One: Written Grievance

The employee should raise the grievance in writing with their line manager. This should explain the nature of the complaint, including relevant facts, dates and names of individuals involved so an appropriate investigation can take place.

If the grievance relates to the employee's line manager, or they do not feel comfortable raising it with them, the grievance may be submitted to a senior manager.

This procedure should not be used to appeal disciplinary outcomes. Employees wishing to appeal disciplinary action must follow the appeal procedure in the Disciplinary Policy.

Raising concerns about sexual harassment

Disclosures relating to sexual harassment may qualify as a protected whistleblowing disclosure under employment law. This means that if an employee raises concerns that sexual harassment has occurred, is occurring, or is likely to occur, they may be legally protected from detriment or dismissal for making such a disclosure.

Employees can raise concerns about sexual harassment in one of two ways:

- As a personal grievance (using this policy), and/or
- As a protected disclosure under the Whistleblowing Policy, particularly if the concern has wider workplace implications.

If an employee is unsure which route is most appropriate, they should seek advice from their line manager or a senior staff member (unless they are the subject of the concern).

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Investigations

An investigation may be required depending on the nature of the grievance.

This may include:

- Interviewing the employee
- Interviewing witnesses
- Reviewing relevant documents

The extent of the investigation will depend on the circumstances.

Stage Two: Meeting

A grievance meeting will normally be arranged within one week of receiving the written grievance. A note-taker may also be present.

The employee may be accompanied by a fellow employee or a trade union representative.

If the employee or companion cannot attend, the line manager will seek to agree a reasonable alternative date.

The purpose of the meeting is to:

- Allow the employee to explain their grievance
- Explore how the employee believes the issue could be resolved
- Enable the manager to consider the facts and reach a decision

Further investigation or additional meetings may be required.

The outcome will be confirmed in writing, usually within one week of the final meeting, along with details of any actions that will be taken and the right of appeal.

Meeting notes will be stored confidentially.

Stage Three: Appeal

If the grievance is not resolved to the employee's satisfaction, they may submit a written appeal to a senior manager or Director within one week of the decision.

An appeal hearing will normally be held within two weeks.

It will be chaired by a senior manager or Director who has not previously been involved in the case.

The outcome will be confirmed in writing, usually within one week.

There is no further right of appeal.

Protection from Detriment

Monkey Puzzle Day Nursery is committed to ensuring employees can raise concerns safely.

Employees must not suffer any disadvantage, retaliation, or victimisation because they:

- raised a grievance
- assisted in an investigation
- made a protected disclosure concerning sexual harassment

Any such treatment will be treated as a serious disciplinary matter.

Employees who believe they have been treated unfairly after raising a concern should inform a senior manager immediately.



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Confidentiality

Where an employee requests confidentiality, the organisation will make every effort to protect their identity unless disclosure is required by law or necessary for a fair investigation.

Anonymous grievances can limit our ability to investigate fully; employees are encouraged to raise concerns confidentially where possible.

Extending Timescales

Timescales will be followed where reasonably practicable.

Where delays occur due to circumstances outside our control (e.g., witness availability or complex investigations), both parties will be kept informed.

Mediation

We may seek to use external mediation at any point during the grievance procedure.

Where both parties agree to mediation, the grievance procedure will be paused.

Further Guidance

ACAS – Grievance Procedure:

www.acas.org.uk/grievance-procedure-step-by-step