



Treetops Nursery

Grievance Policy

A grievance is a complaint by an employee about any aspect of his/her employment, e.g. nature or range of duties, conditions of service, relationships with other staff. The grievance must be one that lies within the powers of the management of the nursery to resolve.

Informal grievance

If you have a grievance it should be discussed in the first instance with your Manager. If the grievance persists a meeting will be set up with the employee, manager and Director/s for the purpose of further discussion. The employee is entitled to have a colleague present. Employees' grievances will be treated seriously and will be resolved as quickly as possible.

Formal grievance

If the matter is serious and the employee wishes to raise the matter formally, the grievance should be set out in writing. If the grievance is against the Manager and the employee feels unable to speak to him/her directly, he/she should speak to a Company Director.

Grievance hearing

A Director will call the employee to a meeting to discuss the grievance, within 5 days of the grievance being received. The employee has the right to be accompanied by a colleague or trade union representative. After the meeting the Director will give you a decision in writing within 24 hours.

Appeal

If the employee is unhappy about the decision and wishes to appeal he/she should let the Director know.

The employee will be invited to a meeting, within 5 days, and the appeal will be heard by an Appeals Committee. The employee has the right to have a colleague or trade union representative present.

After the meeting the Appeals Committee will give a decision, within 24 hours. The decision will be final.

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