

Grievance Procedure

If an employee is dissatisfied s/he will have the opportunity for prompt discussion with his/her immediate Manager. For the Manager of a nursery setting this will be the Directors. For other nursery staff it will be the nursery setting manager. If the grievance persists, a management panel will be set up for the purpose of further discussion, at which the employee may, if s/he wishes, be accompanied by a work colleague or trade union representative.

The aim of the procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation. There will be a right of appeal, to the owner or to the full pre-school 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 setting management will ensure that the following statutory minimum procedure is always followed when grievances have been raised by employees. The procedure will consist of the following three steps:

Step 1. Statement of grievance

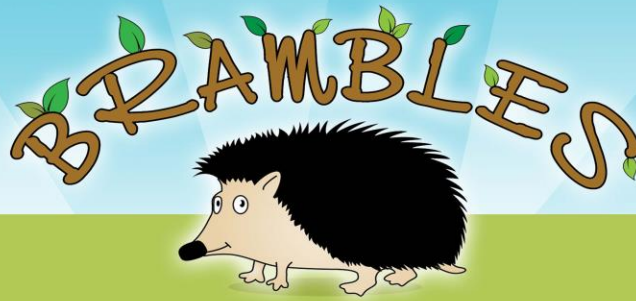
The employee must set out the grievance in writing, and the basis for it, and send the statement or a copy of it to Brambles Outdoor Nursery Group.

Step 2. Meeting

Brambles Outdoor Nursery Group will invite the employee to attend a meeting to discuss the grievance. The meeting will not take place unless the employee has informed the nursery what the basis for the grievance is when s/he made the statement under step 1 and Brambles Outdoor Nursery Group has had a reasonable opportunity to consider her/his response to that information. The employee must take all reasonable steps to attend the meeting. After the meeting, the management will inform the employee of its decision in writing and notify her/him of the right to appeal against the decision if s/he is not satisfied with it. The employee will 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 wishes to appeal, s/he must inform Brambles Outdoor Nursery Group in writing. If the employee informs the management of her/his wish to appeal, Brambles Outdoor Nursery Group will invite her/him to attend a further meeting. The employee must take all reasonable steps to attend the meeting. After the appeal meeting, the management will inform the employee of its final decision.



Hearing the appeal

The appeal hearing will be heard, if possible, within 15 days of receipt of the appeal. Two or three of the Management/Directors, if possible, those involved in the initial grievance meeting - will serve as an appeals committee. If this is not possible, the appeal group will consist of the same people as the previous panel, and they will 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:

1. The (former) employee is no longer employed by the setting.
2. 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.
3. The parties have agreed in writing, after the setting became aware of the grievance, that the modified GP 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 setting. If the employee wishes for the modified procedure to be followed once their employment has ended, then s/he must include this in their statement at step 1 of the process. The setting will 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 setting will respond 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 will be taken without unreasonable delay. Early meetings to resolve grievances will help to facilitate resolution of issues. Consideration will 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 setting 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 s/he will be required to provide an alternative date to take place within 5 days of the original date given by the Nursery. Failure to do so will normally result in the grievance processes being aborted.

Signature of employee: _____

Date: _____