



Grievance Policy

Introduction

Houghton and Wyton Pre-school is committed to creating a positive, inclusive, and respectful working environment. We recognise that, from time to time, staff may have concerns about their employment or working conditions. This policy sets out a fair and transparent process for raising and resolving grievances.

This policy should be read alongside related policies, including the **Whistleblowing Policy**, **Disciplinary Policy**, and **Safeguarding and Child Protection Policy**.

Aim

To ensure that all staff have access to a clear and supportive procedure for resolving grievances relating to employment fairly and without delay.

Objectives

We will:

- Provide an informal route for early resolution where appropriate
- Ensure grievances are investigated promptly, fairly, and confidentially
- Allow staff to be accompanied throughout the formal stages
- Maintain records of outcomes and monitor patterns to support staff well-being

Roles and Responsibilities

- **Employee:** Raises concerns in line with this procedure and engages with the process in good faith
- **Line Manager or Deputy:** Investigates and resolves grievances fairly and without delay
- **Board of Trustees:** Handles appeals and reviews if the grievance is not resolved at earlier stages

Grievance Procedure

Stage 1: Informal Resolution

- Wherever possible, employees are encouraged to raise concerns directly with the relevant colleague or the Manager informally
- The Manager or Deputy may facilitate a meeting or discussion to help resolve the issue
- If the matter is not resolved informally, the employee may proceed to the formal stage

Stage 2: Formal Written Grievance

- The employee must submit a written grievance to the Manager, clearly outlining:
 - The nature of the concern
 - The date(s) of any relevant incidents
 - The resolution they are seeking
- The Manager will acknowledge the grievance in writing within 5 working days
- A meeting will be arranged within 10 working days, where the employee may be accompanied by a colleague or trade union representative

Stage 3: Investigation and Outcome

- The Manager will carry out an investigation, which may include:
 - Speaking with relevant staff or witnesses
 - Reviewing documents or records
- The outcome will be shared in writing within 10 working days of the grievance meeting and may include:



- An agreed resolution or plan of action
- A decision that no further action is required
- Referral to other procedures (e.g. disciplinary)

Stage 4: Appeal

- If the employee is dissatisfied with the outcome, they may submit an appeal in writing to the Board of Trustees within 5 working days
- A further meeting will be arranged with a Trustee panel (excluding those previously involved)
- The employee may again be accompanied by a colleague or union representative
- The panel will respond in writing with a final decision within 10 working days of the appeal meeting

If the Grievance Involves the Manager

- The written grievance should be addressed to the Board of Trustees, who will appoint an appropriate Trustee or external mediator to investigate and manage the case

Confidentiality

- All grievances are handled in strict confidence
- Only individuals directly involved in the process will have access to the information shared

Records and Monitoring

- A confidential record is kept of:
 - The nature of the grievance
 - Steps taken
 - Outcome and follow-up
- Anonymous trend analysis may be used to support workforce well-being

Monitoring and Review

This policy is reviewed annually by the Board of Trustees or earlier if employment law or best practice guidance changes.

Legislation and Guidance

- Statutory Framework for the EYFS (2023)
- Employment Rights Act 1996
- ACAS Code of Practice on Disciplinary and Grievance Procedures
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR

Acknowledgment

All employees must read and understand this policy. By doing so, they agree to engage with any grievance process professionally and respectfully.