

Grievance Policy

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Policy Statement

Young Friends Kindergarten values open, respectful communication and a positive working environment. We recognise that from time to time, staff may have concerns, problems, or complaints relating to their work, working relationships, or the workplace.

This policy sets out a clear and fair process for resolving these concerns. It is based on the ACAS Code of Practice and reflects our commitment to early resolution wherever possible.

Scope

This policy applies to all employees. It covers:

- Concerns about working conditions, duties, or workload.
- Concerns about workplace relationships, including management decisions.
- Issues of treatment at work not covered by the Bullying & Harassment Policy. It does not

cover:

- Bullying or harassment allegations — see **Bullying & Harassment Policy**.
 - Safeguarding concerns — see **Safeguarding Policy**.
 - Appeals relating to disciplinary action — see **Disciplinary Policy**.
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Principles

- **Respect** — all grievances are handled with dignity and fairness.
 - **Timeliness** — early resolution is encouraged; formal steps are taken promptly if needed.
 - **Confidentiality** — information is shared only where necessary.
 - **No victimisation** — staff will not be treated unfairly for raising a genuine grievance.
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Stages of the Grievance Process Stage 1 – Informal Resolution

- Where possible, discuss the concern with your line manager as soon as it arises.
 - The aim is to resolve issues quickly through constructive conversation.
 - If the grievance relates to your line manager, raise it with another member of the leadership team or the Owner.
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Stage 2 – Formal Grievance

If informal resolution is not possible or the matter is serious:

1. Submit your grievance in writing to the Owner/Manager (Louise Lloyd-Evans).
Include: The details of the grievance, any evidence or examples and what outcome you are seeking.
2. Your grievance will be acknowledged in writing within **5 working days**.
3. An investigating officer, not directly involved in the matter, will be appointed.
4. You will be invited to a grievance meeting to discuss your concerns. You may be accompanied by a colleague or trade union representative.

Stage 3 – Investigation and Outcome

- The investigation may involve interviews with you, relevant colleagues, and any witnesses.
- All relevant documents will be reviewed.
- A written outcome will normally be provided within **28 days** of the grievance being raised. If more time is required, you will be informed.
- Outcomes may include:
 - Agreement of a resolution between parties. ◦
 - Mediation or facilitated discussion. ◦
 - Management action or workplace adjustments.

Stage 4 – Appeal

- If you are dissatisfied with the outcome, you may appeal in writing within **14 days** of the decision.
- The appeal will be heard by a senior leader not previously involved.
- A written appeal outcome will be provided within **28 days**.

Grievances During Notice Periods

Grievances raised during notice will still be addressed where possible, although timescales may be adapted.

Record Keeping

- A confidential record of the grievance, investigation, and outcome will be kept in line with our GDPR Policy.

Related Policies

- **Bullying & Harassment Policy** – for workplace behaviour concerns.
- **Complaints Policy** – for external complaints.
- **Safeguarding Policy** – for child protection matters.