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Grievance Procedure

Dealing with Grievances Informally

If you have a grievance or complaint to do with work or the colleagues you work with you should WHERE EVER POSSIBLE, start by discussing it with your Manager. You may be able to agree a solution informally. If the grievance relates to your Manager, raise the matter with their immediate superior.

Formal Grievance

If the matter is so serious you wish to raise it formally, you should set out the grievance in writing to your Manger/Superior. You should stick to facts, giving examples with dates etc when possible.

Grievance Hearing

Whoever the grievance was reported to will call a meeting – within 5 working days when possible – to discuss your grievance. You have the right to be accompanied by a colleague or Trade Union Representative if you make a reasonable request. A decision on how to deal with the grievance will be taken after the meeting, ideally within 24 hours.

Appeal

If you are unhappy with the decision, you should let the Manger/Superior know and you have the right to appeal.

You will be invited to an appeal meeting, normally within 5 working days. The appeal will be heard by someone more senior/alternative. Again, you have the right to be accompanied by a colleague or Trade Union Rep if you make a reasonable request.

A FINAL decision will be given usually within 24 hours

Signed

Claire Hall

Adopted: Sept 2009

Reviewed:

Sept 2010 Sept 2011 Sept 2012 Sept 2013 Sept 2014 Nov 2015 Feb 2018

