



Policy Document:

Staff Grievance.

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Policy statement

Our setting believes that all employees are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We anticipate that most concerns will be resolved quickly by an informal approach to the Manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of the setting to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following grievance procedure:

Stage 1

- Any employee who has a concern about any aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the Manager¹.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the employee moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager.
- For employees who are not comfortable with making written complaints, there is a template form for recording complaints in the Preschool Learning Alliance publication 'Complaints Summary Record'; the form may be completed with the person in charge and signed by the employee.
- The setting stores written complaints from employees. If the complaint involves a detailed investigation all information will be stored in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the manager meets with the employee to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the employee is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager. The employee should have a colleague, friend or partner present if required. The Manager should have the committee Chairperson present, if he/she is unavailable then they should have the Nursery Deputy Manager present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

¹ Where the complaint is regarding the actions of the Manager, please substitute Manager for committee Chairperson.

Stage 4

- If at the Stage 3 meeting the employee and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussion confidential. She/he can hold separate meetings with the manager and the employee, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the employee and the manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Employees may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of Ofsted is:
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

If a child appears to be at risk, the setting follows the procedures of the LSCB

Records

- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.