



Grievance Procedure

Grass Roots Nursery Group: Grievance Procedure

Purpose:

To establish procedures for handling grievances at Grass Roots Nursery Group, ensuring a fair and transparent process for employees to raise concerns.

Key Principles:

- **Open Communication:** Encourage employees to raise grievances informally or formally.
- **Timely Response:** Consider grievances promptly and schedule meetings within a reasonable timeframe.
- **Accompaniment:** Allow employees to be accompanied by a fellow employee or trade union official.
- **Appeal Process:** Provide employees with the right to appeal decisions.
- **Confidentiality:** Maintain confidentiality of grievance proceedings.

Informal Grievances

- Raise concerns informally with a designated person (as specified in the Employee Handbook).
- The manager will address the grievance within a reasonable timeframe.

Formal Grievances

- Submit a formal grievance in writing.
- The manager will schedule a meeting within 5 working days to discuss the grievance.
- Employees have the right to be accompanied by a fellow employee or trade union official.
- If the grievance is about the designated person, raise it with a more senior member of management.

Investigation and Decision

- The manager will investigate the grievance and inform the employee of the decision in writing.
- Employees have the right to appeal the decision.

Appeals

- To appeal a decision, inform the Company in writing within 5 working days.
- A meeting will be scheduled to discuss the appeal.
- The final decision will be communicated in writing.

Confidentiality

- Unauthorised recording of grievance meetings is prohibited and may result in disciplinary action.

Additional Considerations

- The Company may vary procedures based on individual circumstances.
- The Company may take disciplinary action if the grievance process is abused or if the employee's conduct during the process is unacceptable.

By implementing this revised grievance procedure, Grass Roots Nursery Group can provide a fair and effective process for employees to raise concerns and address workplace issues.