

# Upperthong Out of School Club

## Staff Grievance Policy

At the Club we our aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Club. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the Club and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of the Club, the staff member should follow the procedure set out in our **Whistleblowing policy**.

### **Stage 1: Informal grievance procedure**

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter by informal discussions with the member of staff.

### **Stage 2: Formal grievance procedure**

#### *Grievance statement*

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- An statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be

The member of staff can have a representative submit the grievance on their behalf if they wish.

#### *Grievance meeting*

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague. The Club will be represented by Managers.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary a second meeting may need to be arranged in order to gather more evidence.

#### *Outcome and appeals*

The managers will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the managers will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and,

where appropriate, details of any steps taken or further actions required to address their concerns.

The member of staff will also be advised of their right to seek advice from other professions if they are not satisfied with the outcome.

**False or repeated grievances**

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

**Related policies**

See also our **Safeguarding Policy, Whistleblowing Policy, Staff Disciplinary Policy.**

This policy was adopted by:Upperthong Out of School Club	Date:
To be reviewed:	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2012):Safeguarding and Welfare Requirements: Staff qualifications, training, support and skills [3.19-3.20].*