

Woodland Corner Grievance Procedure

A grievance is a concern, problem or complaint raised by an employee about any aspect of his/her employment, for example, the nature or range of duties, conditions of service, or relationships with management or other staff. The grievance must be one that lies within the powers of the management and Committee of Woodland Corner to resolve, e.g., it cannot be about matters determined by national legislation.

We consider it important that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied. The purpose of this procedure is to set out how employees can raise a grievance and how we will investigate and deal with grievances. This procedure does not form part of any contract of employment.

The timeframes below may be extended by Woodland Corner if there is a reason for doing so, for example if an allegation requires further investigation. However, there must be no unreasonable delay in arranging meetings or informing employees of decisions.

Raising grievances informally

Informal action will be considered, where appropriate, to resolve minor disagreements among staff. This can be achieved at a regular staff management meeting or informally by discussion.

If an employee has a grievance, this should be discussed in the first instance with the Manager. If the employee feels unable to speak to the Manager, they should speak informally to another senior member of staff or the Committee Chair. If the grievance is not resolved, the formal grievance procedure will be triggered.

Formal grievance

If the grievance is not resolved informally, the grievance should be set out in writing and handed to the Manager. If the grievance is against the Manager and/or the employee feels unable to speak to her directly, he/she should notify the Chair of Woodland Corner's Committee.

The written grievance should contain a brief description of the nature of the employee's complaint, including any relevant facts, dates, and names of individuals involved.

Investigation

Woodland Corner may carry out an investigation into the grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. Employees must co-operate fully and promptly in any investigation.

Woodland Corner may initiate an investigation before holding a grievance meeting where it considers this to be appropriate. In other cases, a grievance meeting may be needed to decide what investigation (if any) to carry out. In those cases, there will be a further grievance meeting with the employee after the investigation and before any decision is reached.

Grievance meeting

The Manager or Chair will arrange for a formal grievance meeting to be held within 5 working days of the grievance being received. A member of management and the Chair will both attend the grievance meeting.

The employee has the right to be accompanied by a colleague.

The employee and their companion (if any) should make every effort to attend grievance meetings. If the employee or their companion cannot attend at the time specified, they should inform Woodland Corner immediately. Woodland Corner will try, within reason, to agree an alternative time.

After the meeting, Woodland Corner may carry out further investigations and hold further grievance meetings as it considers appropriate. Such meetings will be arranged without unreasonable delay.

The Manager or Chair will give a decision in writing within one week of the grievance meeting which will, if appropriate, set out what action Woodland Corner intends to take to resolve the grievance. The employee should be informed that they can appeal.

Appeal

If the employee feels that their grievance has not been satisfactorily resolved and wishes to appeal, he/she should let the Manager/ Chair know. The employee must set out the grounds for their appeal in writing within one week of receipt of the written grievance decision.

The employee will be invited to an appeal meeting within 5 working days, and the appeal will be heard by an Appeals Committee made up of Woodland Corner Committee members and management. The employee has the right to have a colleague present. Woodland Corner reserves the right to seek advice from Suffolk LEA Early Years team and have a representative of that organisation present.

After the meeting, the Appeals Committee will give a decision in writing within 5 working days. The decision will be final.

Overlapping grievance and disciplinary cases

Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

Record keeping

Woodland Corner is committed to respecting data privacy. Any information relating to a grievance or disciplinary hearing will be kept confidential and shared only as necessary for the grievance/disciplinary proceedings or as required by law.

Written grievances will be placed on the employee's personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.

This policy was adopted at a meeting of Woodland
Corner

Held on (date) 6th May 2026

Signed on behalf of the Management Committee

Role of signatory (e.g. chairperson etc.)

Review date

Jess Brown

Chairperson

May 2027