

Beechwood Childcare Limited

Grievance Procedure

Many grievances can be resolved through informal discussion with a line manager or more senior member of staff. This should always be the first option. When the grievance cannot be satisfactorily resolved in this way, then it should be formalised, by being sent to your line manager, in writing.

Once a written grievance has been raised, the employee will be invited to attend a meeting with their manager to explain their position in person. Employees have the right to be accompanied at this meeting by a work colleague or trade union representative. After considering the arguments, the manager will decide within five working days.

If the employee is still not happy, they can appeal against this decision by writing to the General / Assistant General Manager within three working days.

A further meeting will then be arranged with a senior member of the management team when the employee will be given the opportunity to explain why they are unhappy with the decision. The employee may choose to be accompanied by a work colleague or trade union representative. The senior manager will consider all the information given and decide within a further five working days.

This is the final stage of the grievance procedure and there is no appeal against this decision.

For more details, please see your employee handbook.