

Safeguarding and Welfare Requirement: Suitable People

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles.



Grievance procedure

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him to her you should talk to another manager or the owner.

Grievance hearing

Your manager will call you to a meeting, normally within ___ (e.g. five days), to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

The employee must take all reasonable steps to attend the meeting.

After the meeting the manager will give you a decision in writing, normally within ___ (e.g. 24 hours).

Appeal

If you are unhappy with your manager's decision and you wish to appeal you should let your manager know.

You will be invited to an appeal meeting, normally within ___ (e.g. five days), and your appeal will be heard by a more senior manager (or the company owner). You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager (or owner) will give you a decision, normally within ___ hours. The manager's (or owner's) decision is final.

This policy was adopted at a meeting of	<u>Ladybirds Day Nursery</u>
Held on	<u>14/08/16</u>
Date to be reviewed	<u>14/08/17</u>
Signed on behalf of the management	_____
Name of signatory	<u>Janine Lissack</u>
Role of signatory	<u>Owner</u>