



Grievance Policy & Procedure

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

At Rising stars, we 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.

If you have a grievance relating to any aspect of your employment you should raise the matter in the first instance with the Manager. If the matter remains unresolved, it may be raised in writing with Arvinder Brar, Director (arvinder@arproperties.co.uk). The grievance will then be considered at the next appropriate meeting, which will give you a written response as soon as practicable following the meeting. The decision of the Director will be final.

Procedure Summary

Stage 1

Any grievance should be raised initially with the Manager (Stephanie Charalambous). The Manager will aim to respond in writing within five working days. If the grievance is a relatively minor one, the Manager will try to resolve the matter through informal discussion

Stage 2

If the matter is not resolved at stage 1 or within 5 working days, you should refer the grievance in writing to the next five working days of your request. You should clearly set out the reason to referring the grievance to the second stage of the procedure.

Stage 3

If the matter remains unresolved after stage 2 you may refer the grievance in writing to Arvinder Brar – Director. You should clearly set out the reason for referring the grievance to this third stage of the procedure. The decision of Arvinder Brar will be given in writing and will be final.