



Play • Learn • Grow

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Grievance Procedure

Dealing with grievances informally

First Step Pre-school believes all employees should be treated fairly and with respect. If you have a grievance or complaint at First Step Pre-school Ltd 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. Where attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under this procedure.

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 within 5 working days of the grievance first occurring. 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 or her you should talk to another Manager or Chairperson.

Grievance hearing

Your Manager will call you to a meeting, normally within five days, but may be longer subject to the completion of any necessary investigations, 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 with details of companion.

After the meeting the Manager will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision your manager will inform you of this and the likely timescale involved. If an investigation is required, you may be asked to take paid leave, you will be given a timescale.

Appeal

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

