



Employment

2.06 Staff Grievances

Policy statement

We value our staff and aim to ensure that everyone is able to work as a team to provide the best possible standard of care for the children in a caring, supportive and friendly atmosphere. All grievances will be taken seriously and all attempts will be made to resolve problems between staff as amicably as possible.

Procedures

The setting keeps a written record of all complaints against staff/other adults linked to the setting. The records are stored in the personal files of staff and are available to Ofsted to view.

Making a complaint

Stage 1

- Any member of staff who has a grievance against another adult in the setting talks over, first of all, their concerns with the setting Manager. Most complaints are resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the member of staff puts the concerns or complaint in writing to the Manager and the Chair of the Trustees.
- The setting stores written complaints from staff in their personal files in a locked filing cabinet.
- When the investigation is completed the Manager meets with the member of staff to discuss the outcome.
- All those involved must be informed of the outcome within 28 days of making the complaint.
- If the complaint is resolved the summative points are logged in the personal files of those involved.

Stage 3

- If the member of staff is not satisfied with the outcome they request a meeting with the Manager and the Chair of the Trustees. They should have a suitable companion present if required and the Manager should have the support of the Chairperson.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.
- When the complaint is resolved at this stage the summative points are logged in the member of staff's personal file.

Stage 4

- If an agreement is not reached at the stage 3 meeting an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. PLA staff or volunteers are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the Manager and Chairperson and the member of staff, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parties involved is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.

The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

- A record of this meeting, including the decision on the action to be taken, is made.
- Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Records

- A record of any complaint reaching stage 2 is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcomes of all complaints against staff are recorded in their personal files.

This policy was adopted at a meeting of Brighton Road Baptist Church Playschool Trustees.

On 24/01/2019 (date)

Signed on behalf of the provider

Name of signatory

Clair England

Role of signatory (e.g. chair)

Chair of Trustees