



## Grievance Policy

The following policy applies should a member of staff/management have a grievance with a colleague. Please also see our Whistle Blowing Policy.

- There is no definition for a grievance and only an individual can determine whether or not they feel aggrieved
- All staff have a right to appeal if they think they have been unfairly treated.
- Staff with a grievance should first inform their immediate Line Manager, if that person is not the subject of the grievance, or the next highest level.
- If a grievance is not satisfactorily dealt with at the first informal stage, staff should raise a formal appeal against the outcome of the first stage by putting their grievance in writing to the Management.
- Bearhugs Nurseries Ltd. encourages in the first instance to try and resolve the problem informally with the person with whom you have the grievance. If the issue cannot be resolved informally, staff should raise a formal grievance with their immediate Line Manager (not involved in the grievance), the following stages apply.

### **Stage One:**

- If the matter is not resolved informally, the matter should be raised in writing with your supervisor, (if the grievance is with your supervisor you should refer to stage two of the grievance procedure).
- The supervisor will deal with your grievance as quickly as possible and normally you should expect to receive a verbal and/or written response within 7 days.

### **Stage Two:**

- If the matter has not been resolved at Stage One or the grievance is about the supervisor, the matter should be raised in writing with the

manager, you should expect to receive a written and/or verbal response within 7 days.

**Stage Three:**

- If the matter has not been resolved at Stage Two you have the right to raise the matter with the owner. To do this you must inform the management in writing that this is your intention and formally request that your grievance is brought to the attention of the owner
- A full meeting of the Management/Owner will then take place within 28 days of receiving your written request. The grievance will be considered along with any supporting documentation submitted and any other relevant information/evidence brought to the attention of the Manager or Owner during the course of Stage One and Two.
- You will be given the opportunity to present your grievance at this meeting and you have the right to be supported at the meeting by a work colleague or union representative, although you will not be able to remain for any deliberations that may take place following your presentation. You should expect to receive a response within 7 days.

Signed on behalf of Bearhugs Nurseries Ltd by:

Manager/Owner .....

Date: 1<sup>st</sup> May 2020

Review Date: 1<sup>st</sup> May 2021