

C-7: GRIEVANCE PROCEDURES

POLICY STATEMENT

We aim to maintain a positive environment for all staff, families and the management committee. We will do this through addressing all work related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practised at all times.

CONSIDERATIONS

Relevant Industrial agreements
Privacy Conventions

GENERAL GRIEVANCE PROCEDURE

- On enrolment, orientation and commencement all families, staff and management committee members will be given the guidelines for grievance procedure.
- **NOTE:** Grievance between staff: as appropriate, the co-ordinator, or the staff liaison member of the management committee should now be briefed about the grievance and its current status.
- All persons involved in a grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.
- Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner.
- Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate.
- Any problem, complaint or concern arising between staff or between committee members should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue.
- Parent grievance's are to be raised in the first instance with the Co-ordinator or Director.
- All complaints/grievances are to be recorded on the Complaints Record Form which is to be completed by the Co-ordinator or Director and kept on file.
- Meetings of staff and/or committee members provide regular opportunities to raise and discuss general issues or concerns about the centre. All discussions will be conducted in a confidential manner and involve any relevant persons.
- Either party may withdraw their grievance at any time. However where the grievance identifies other issues of concern, management may decide to investigate those other issues.

FORMAL GRIEVANCE PROCEDURE

- Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal approach should be taken.
- With grievances between committee members and/or staff the whole committee should be briefed.
- Grievance(s) will firstly be investigated by the Co-ordinator or Management Committee as appropriate.
- The investigation will involve;
 - interviews with both parties and/or witnesses,
 - assessment of relevant documentation e.g. job descriptions, policies etc,
 - preparation of a clear description of the issue,
 - arranging a formal meeting between parties.
- A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial having no input to the content of the meeting, and will prepare a written record of the outcome(s) of the meeting.

- Where the centre cannot identify a suitably impartial person, the management committee will agree to invite a qualified mediator to assist.
- The meeting will;
 - identify the issue(s) of concern and persons who are involved,
 - arrange all parties to be involved and to put forward their views,
 - identify alternative solutions,
 - attempt to reach a mutually satisfactory resolution of the issue(s).
- At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting.
- A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with staff files.
- The neutral party will inform the management committee of the meeting's outcome(s).
- Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.
- If any party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the management committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.
- **NOTE:** Where the issue of grievance is between management and staff and concerns standard of work performance or work practise, then the Discipline Policy will be followed.