



## SEVENOAKS DAY NURSERY

### Staff grievance procedure

#### Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with the Manager or a member of the Trustee board. You may be able to agree a solution informally between you.

#### 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 the Manager. You should stick to the facts and avoid language that is insulting or abusive.

If your grievance is against the Manager and you feel unable to approach them you should talk to a member of the Trustee board.

#### Grievance hearing

You will be invited to a meeting, normally within five days, 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. The meeting will be with at least one member of the Trustee board and the Manager (unless the grievance is against the Manager).

After the meeting you will be given a decision in writing, normally within ten working days.

#### Appeal

If you are unhappy with the decision given at the first meeting, and you wish to appeal you should let the Chair of the Trustees know in writing.

You will be invited to an appeal meeting, normally within five working days, and your appeal will be heard by a panel of three members of the Trustee board. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the panel will give you a decision, normally within ten working days.

This policy was adopted at a meeting of the Trustees of Sevenoaks Day Nursery in September 2013, last amended in March 2021 and last reviewed in April 2025.

Stephanie Jenkinson  
Chair