

SACRED STEPS PRE-SCHOOL

STAFF POLICY FOR COMPLAINTS AND GRIEVANCE PROCEDURES

In accordance with the Equality Act 2010. All our practitioners have the right to express a complaint or grievance that relates to their employment, or work colleagues or those that relate to a parent/carer within our Pre-school.

The following steps need to be taken:

- 1. The grievance should be expressed verbally and also in writing to the Pre-school Manager as soon as possible who will attempt to resolve the issue.**
- 2. If the issue is not satisfactory resolved the disciplinary procedures will commence as per terms and conditions of the employees contract.**
- 3. All records of complaints will be filed as confidential and the actions and outcomes will be notified to persons who made the complaint within an agreed timescale. This will normally be within twenty-eight days.**
- 4. This policy also refers to our whistle-blowing procedures and code of conduct. (see separate document).**