



Grievance Policy

The grievance procedure is intended as a point of reference for the company's employees as a means to resolve a grievance relating to working conditions, working environment or working relationships associated with the employment. Employees are encouraged to resolve a grievance informally using the procedure in section 1. If the outcome of the informal procedure fails to resolve the grievance, then the employee is entitled to a formal hearing and appeal procedure detailed in section 2.

The company is committed to ensuring that any aggrieved employee has the right to a fair hearing conducted by the management regarding their work, or about the actions of their colleagues, customers or clients.

1. INFORMAL PROCEDURE

Employees and the management are encouraged to resolve any grievance in the work place informally by discussing the matter with the employee's immediate superior, who may be able to resolve the situation directly and efficiently. If as a result of the discussion with the employee's immediate superior and both parties are unable to come to an arrangement, then the employee if still aggrieved, is advised to discuss the matter with his/her next most senior manage. In the course of these discussions it is advisable for both parties to make a note of the proceedings.

2. FORMAL THREE-STAGE GRIEVANCE PROCEDURE

Where the grievance cannot be resolved informally, the matter should be elevated to the formal three-stage grievance procedure detailed herein. The formal three-stage procedure is applicable to a grievance where the employee remains or leaves employment from the company notwithstanding any exemptions listed in Appendix 3.

Stage 1 – Written Statement

Any employee who has a grievance that has not been resolved informally should make a written report (Appendix 1) on the alleged grievance and send this document to the management.

Stage 2 – Meeting

Within a reasonable amount of time (usually five working days) the management will advise the employee of a date and time on which the grievance can be discussed. The meeting must be scheduled to allow for any necessary preparation required by both parties and must be held at a convenient location for the aggrieved employee.

The employee has the right to be accompanied by a colleague. If the employee or his/her companion is disabled then the company must make all reasonable effort to ensure that they are able to participate fully in the meeting.

Following a reasonable amount of time to consider the meeting the management will advise the employee in writing about any decision made as a result of the meeting, and further advise the employee of his/her rights to appeal against the decision.

Stage 3 – Appeal Procedure

If the employee does not feel that the grievance has been fully resolved as a result of Stages 1 and 2 then he/she must inform the owners of his/her wishes to appeal against the decision within five working days on issue of the decision (see Appendix 2).

The owners will take necessary steps to arrange a meeting to discuss the appeal within a reasonable amount of time (usually seven working days). The employee has the right to be accompanied by a colleague.

When possible a senior manager should chair the meeting. In circumstances where this is not possible all effort should be made to ensure the situation is dealt with impartially. After the meeting the employee should be advised in writing of the outcome of the appeal, making it clear that the decision is final.

In the situation where both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration arrangements will then be made to find a mutually acceptable third party.

Internal use only

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| This policy was adopted on | |
| Signed on behalf of Spice Childcare | |
| Date for review | |