**Principle**

Little Buds Playgroup is committed to creating a culture of openness and transparency which encourages issues to be dealt with informally in the first instance. The aim of the grievance procedure is to resolve committee members’ concerns, problems or complaints about their role at an early stage. The management team should aim to resolve most grievances informally with the Chair in the first instance; this allows for problems to be resolved quickly and efficiently.

**Policy**

The purpose of this policy is to provide the opportunity for a committee member to formally raise an individual grievance, when using the normal and customary channel of discussion with the Chair if the issue is not resolved.

**Procedure**

One of the responsibilities of the chair is to deal with complaints/grievances. However, if it is the chair who is making the complaint or is the subject of the complaint, the vice-chair or another office bearer must deal with the issue.

Management will adopt the same procedures as outlined in statutory guidance on grievance procedures.

**Monitoring**

This policy will be reviewed annually by the management team to ensure it remains fit for purpose.

This policy was adopted by Little Buds management team.

Signed: …………………………………………………………………………………..

(on behalf of the management team)

Position: …………………………………………………………………………………..

Date: …………………………………………………………………………………..

Reviewed on:

Date: ……………………………... Signed: …………………………………..

Date: ……………………………... Signed: ………………………………………..

Date: ……………………………... Signed: …………………………………..