

Staff Behaviour and Grievances Policy

Version control

Date	Action	Next review
	New policy	
	Policy reviewed and approved by Board	

Overview

Cresconova Labs is committed to fostering a positive, respectful, and supportive work environment. This policy outlines the standards of behaviour expected from staff and provides a transparent process for addressing grievances related to staff conduct or workplace concerns.

We aim to resolve issues promptly, fairly, and constructively, ensuring that all employees feel valued and heard.

1. Purpose

This policy is designed to:

- Establish clear expectations for staff behaviour.
- Provide a fair and consistent procedure for handling grievances.
- Promote a culture of respect, professionalism, and accountability.

2. Scope

This policy applies to:

- All employees, contractors, and volunteers at Cresconova Labs, regardless of length of service.
- Behavioural standards during work hours, at work-related events, and in any context where employees represent Cresconova Labs.

3. Staff Behaviour Expectations

All staff are expected to:

1. **Maintain Professionalism:** Treat colleagues, students, parents, and visitors with respect, courtesy, and fairness.

2. **Promote Inclusivity:** Foster an environment that is free from discrimination, harassment, and bullying.
3. **Uphold Integrity:** Act ethically, responsibly, and in alignment with Cresconova Labs' mission and values.
4. **Demonstrate Accountability:** Take responsibility for actions, adhere to policies, and engage in constructive communication.

Misconduct may include, but is not limited to: poor attendance or punctuality, breach of policies, insubordination, disruptive behaviour and misuse of company resources.

Gross misconduct may result in immediate dismissal and includes, but is not limited to: theft or fraud, physical violence or threats, breach of safeguarding policies and procedures, serious breach of health and safety, harassment, discrimination, inappropriate or sexualised behaviour towards students or parents and serious damage to company property.

Poor performance may include, but is not limited to: failure to meet established performance standards, inconsistent or substandard work quality, lack of productivity or efficiency or failure to meet deadlines or objectives.

4. Addressing Behavioural Issues

If staff behaviour does not meet the expected standards, the following steps will be taken:

1. **Informal Discussion:**

- A supervisor or manager will discuss the issue with the staff member to address concerns and identify improvements. Minor conduct or performance issues can usually be resolved informally with your line manager.

2. **Written Warning:**

- If the behaviour persists or is more serious, a formal written warning will be issued.

3. **Investigation and Disciplinary Action:**

- For severe or repeated breaches, a formal investigation will be conducted, which may lead to disciplinary action up to and including termination.
- A thorough investigation will be conducted to gather all relevant facts. Cresconova will notify the employee of its concerns in writing. The employee will be invited to a disciplinary hearing where they can present their case. A decision will be made based on the evidence presented. The employee will be informed of the outcome in writing.
- In some cases of alleged misconduct, we may need to suspend you from work while we carry out the investigation or disciplinary procedure (or both). While suspended, you should not visit our premises or contact any of our students,

parents, suppliers, contractors or employees, unless authorised to do so. Suspension is not considered to be a disciplinary action.

- Depending on the severity of the misconduct or poor performance, any of the following actions may be taken:
 1. Verbal warning;
 2. Written warning;
 3. Final written warning;
 4. Dismissal.

We may consider other sanctions short of dismissal, including demotion or redeployment to another role (where permitted by law), and/or extension of a final written warning with a further review period. Gross misconduct will usually result in dismissal without warning, with no notice or payment in lieu of notice (summary dismissal).

4. The Hearing

We will give you written notice of any hearing, including sufficient information about the alleged misconduct or poor performance and its possible consequences to enable you to prepare. You will normally be given copies of relevant documents and any witness statements.

You should let us know as early as possible if there are any relevant individuals you would like to attend the hearing or any documents or other evidence you wish to be considered.

We will inform you in writing of our decision, usually within one week of the hearing.

5. Appeals

You may appeal in writing within one week of being told of the decision.

The appeal hearing will, where possible, be held by someone other than (and no less senior than) the person who held the original hearing.

We will inform you in writing of our final decision as soon as possible, usually within one week of the appeal hearing. There is no further right of appeal.

6. Grievance Procedure

Staff who have concerns or grievances about workplace issues, including the behaviour of colleagues or management, should follow this process:

Step 1: Informal Resolution

- Attempt to resolve the issue directly with the person(s) involved, where appropriate.
- If uncomfortable or unsuccessful, raise the concern with a supervisor or manager.

Step 2: Formal Grievance Submission

- Submit a formal grievance in writing to the Chief Creative Officer or a designated senior manager.
- The written grievance should include:
 - Details of the issue.
 - Names of individuals involved.
 - Any steps already taken to resolve the matter.
 - Desired outcome.

Step 3: Investigation

- An impartial investigator from Cresconova Labs will be assigned to gather facts, interview parties involved, and review relevant documentation.
- The investigation will be conducted confidentially and impartially.

Step 4: Meeting

- We will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.
- You are entitled to bring a companion to attend the meeting. If you or your designated companion cannot attend at the time specified, you should let us know as soon as possible and we will try, within reason, to agree to an alternative time.
- We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

Step 5: Resolution and Response

- A written response (“Decision”) will be provided within 10 business days of the meeting, detailing:
 - Findings of the investigation.
 - Actions to be taken (if any).
 - Next steps for the complainant if they are dissatisfied with the resolution.

Step 6: Appeal Process

- If the complainant is dissatisfied with the outcome, they may submit a written appeal to the Chief Creative Officer within 5 business days of the Decision.
- We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a manager who has not previously been in the case. You have a right to bring a companion.
- A final decision will be communicated within 10 business days of the appeal meeting. There is no further right of appeal.

6. Confidentiality and Non-Retaliation

- All grievances and investigations will be handled with the utmost confidentiality.
- Retaliation against any employee raising a grievance or participating in an investigation is strictly prohibited and may result in disciplinary action.

7. Support and Wellbeing

- Employees involved in grievance processes will be offered appropriate support, such as access to counselling or employee assistance programs.

8. Record Keeping

- All grievances, investigations, and outcomes will be documented and securely stored for 3 years, in compliance with data protection regulations.

9. Policy Review

This policy will be reviewed annually to ensure its effectiveness and alignment with employment laws and organizational values.

Contact Information

For further information or to submit a grievance, please contact:
Christine Braun

Email: Christine.braun@cresconova.org