

5. Grievances and Complaints

The OSCAR Manager, in consultation with a member of the Board of Trustees is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation. If a staff member is not performing adequately every reasonable effort will be made to help them understand the problem and to improve. Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur. If there is not sufficient improvement, the staff member may be dismissed. This is the responsibility of the Bread of Life Trust.

Staff may be suspended on full pay pending further investigation if they are accused of:

- Striking or sexually abusing a child.
- Failing to observe programme rules so that a child is injured or placed in serious danger.

If the complaint is upheld the staff member may be dismissed with the agreement of the Bread of Life Trust. Following a dismissal of this nature the Bread of Life Trust Chairperson in consultation with the OSCAR Manager, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff members must be referred to the OSCAR Manager. If no agreement can be reached the complaint will be taken to the Bread of Life Trust Chairperson. The OSCAR Manager is to be informed and will inform the Chairperson of Bread of Life Trust of any serious complaints involving staff.

If it is clearly inappropriate to approach the OSCAR Manager, staff may contact the Chairperson of the Bread of Life Trust.