

Grievance Policy/Procedure

Designation	Name	Date	Signature
CEO:	Lyn Dance		
Chair of Trust Board:	Kerry Brimfield		

Monitoring and Evaluation	
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Review delegated to:	Finance & Resources committee

Document Version control

Version	Changes made	Date
1.0	Initial set up of Trust-wide policy	October 2020
2.0	Clarification needed for timescales and other minor changes	April 2021
	CEO reviewed – no changes	April 2022

1. Introduction

- 1.1. Should an employee at any time have a grievance connected with his or her employment it will be the school's intention to consider and resolve it at the earliest opportunity.
- 1.2. The procedure is not contractual but applies to all employees who should familiarise themselves with its provisions. All stages of this process will be dealt without unreasonable delay.
- 1.3. A **grievance** is a concern, problem or complaint raised with the school by an employee. It can be caused by issues such as working conditions, health and safety concerns, bullying or discrimination or work relations. This policy does not cover issues raised by people who are not employed by the school, as this would fall under our complaints procedure.
- 1.4. We are committed to dealing with grievances fairly and objectively. Employees will be protected from discrimination or victimisation after raising a work-related grievance.

2. Informal

- 2.1. An employee who has a grievance with any aspect of his or her employment should raise it initially with his or her Head of Department or line manager and the matter will be discussed informally and resolved where possible.
- 2.2. If the employee feels unable to speak to their manager, for example, because the complaint concerns him or her, then they should speak informally to a more senior manager such as the Headteacher.
- 2.3. If this does not resolve the issue, the employee should follow the formal procedure set out below.

3. Formal

- 3.1. If a grievance cannot be resolved informally or the employee considers they have not been fairly treated, they may raise their grievance in writing to their Head of Department or line manager and it will be treated as a formal grievance.
- 3.2. If the grievance concerns the Head of Department or line manager it should be raised with the Headteacher.
- 3.3. If the grievance concerns the Headteacher the matter should be referred to the Chair of Trustees via the Clerk to the Trust Board in the first instance.
- 3.4. When an employee raises a formal grievance a meeting will be arranged within 10 school days of the grievance being received. At the meeting the employee will have the opportunity to explain their grievance and how they think it may be resolved. Depending on the circumstances, the meeting may be adjourned in order for an investigation to take place. The investigation will be undertaken by an independent officer who has no knowledge or connection with the grievance. Where the matter needs to be investigated and/or the meeting adjourned, the employee will be given an indication of the likely timescale for receiving a response.
- 3.5. At the meeting, the employee may be accompanied by a colleague or trade union representative of their choice. The employee must tell the person holding the grievance meeting who their chosen companion is, in good time before the meeting. At the meeting, a

companion may make representations and ask questions, but should not answer questions on an employee's behalf. Acting as a companion is voluntary and colleagues are under no obligation to do so.

- 3.6. Legal representation at a formal grievance meeting is not permitted.
- 3.7. The employee will be informed in writing of the outcome of the grievance within 10 school days of the meeting and the reasons for the decision. If any action is to be taken as a result of the grievance, the employee will, where possible, be informed.
- 3.8. The decision will be issued as soon as possible following the conclusion of the meeting. Where the matter needs to be investigated and/or the meeting adjourned, the employee will be given an indication of the likely timescale for receiving a response.

4. Appeal

- 4.1. If the employee believes that his or her formal grievance is not satisfactorily resolved, or believes they have been unfairly treated, he or she may, as soon as possible and within 10 school days of the written decision, appeal in writing to the Headteacher.
- 4.2. An appeal hearing will be convened within 10 school days, and will be heard, depending upon all the circumstances, by either the Headteacher, or a panel of up to three Trustees.
- 4.3. At the appeal hearing, the employee may be accompanied by a colleague or a trade union representative of their choice.
- 4.4. Whenever possible, a decision of the appeal and the reasons for it will be given within 10 school days of the hearing. This decision will be given in writing and will be final.

5. Record-keeping

- 5.1. Written grievances will be placed on an employee's personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.
- 5.2. These will be retained securely in accordance with data protection law; the School's Staff Privacy Notice and Data Retention Policy.