



# Grievance Procedure

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Linked with other policies:

- Capability for Support Staff
- Capability for Teaching Staff
- Bullying and Harassment
- Disciplinary

Signed:

## **1. Dealing with grievances informally**

- 1.1 If an employee has a grievance<sup>1</sup> to do with work, or with the people they work with, there should be a first attempt to resolve the issue by making a direct approach to the other person involved. In many cases, it is possible for an employee to make direct contact, to make someone aware of the problem and to agree a solution informally.

If the employee cannot resolve the matter through this approach, the next step is to raise it with their immediate line manager, through an informal meeting at which any concerns are raised and examined through discussion. The employee can be accompanied or represented at this meeting by a companion (a work colleague or trade union representative).

- 1.2 At that meeting, the employee should clearly outline their own view of the problem and explain to the manager what they consider to be a suitable resolution to the matter. After the informal meeting, the manager should give a reply, verbally, as soon as possible. The initial response will be given within five working days but further discussion may be needed to resolve the problem.

In some circumstances, the immediate line manager does not have the authority to resolve the grievance and they may need to refer it directly to the Headteacher. Flexibility around timescales is often appropriate when trying to resolve informal grievances, particularly where it concerns interpersonal conflict between two or more employees.

- 1.3 If the grievance is against the Headteacher the procedure detailed below will apply but reference to 'Headteacher' will need to be read as 'Directors'.

- 1.4 If it is not possible to resolve the grievance through these initial discussions, it may be appropriate for the Headteacher or Directors to nominate someone to mediate with the aim of achieving a solution and conciliation. If mediation is to be used, it should take place before the formal procedure commences.

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<sup>1</sup> This includes bullying and harassment complaints between employees

## **2. The formal procedure**

- 2.1 If the matter is serious and/or the employee wishes to raise the matter formally the employee should set out the grievance in writing to the Headteacher.

The statement should explain the nature of the grievance, including details of what the employee has done to try and resolve the matter informally, and what the employee considers to be a satisfactory outcome to the matter. It is essential that there is a clear statement about the grievance, in order that it can be properly examined.

- 2.2 If the employee does not feel able to approach the Headteacher they should talk to a Director.

### **Grievance hearing**

- 2.3 The employee will be invited to attend a meeting, normally within 10 days, to discuss their grievance. The employee will have the right to be accompanied by a work colleague or trade union representative at this meeting.
- 2.4 Following the meeting the Headteacher will give their decision in writing normally within 5 working days of the meeting taking place.
- 2.5 If it is necessary to gather further information before making a decision the employee will be informed of this and the likely timescale involved.

## **3. Appeal**

- 3.1 If the employee is not accepting of the Headteacher's decision they can appeal with any appeal being heard by Directors.
- 3.2 Where an employee wishes to lodge an appeal they should, within ten working days of receiving written confirmation of the outcome, write to the Headteacher setting out the grounds for appeal and enclosing any documents to be taken into account. The employee and the Headteacher will then be invited to another meeting which will normally take place within fifteen working days of receipt of appeal. The employee has the right to be accompanied by a companion to the appeal meeting.
- 3.3 The Directors will consider the outcome from the first Grievance hearing. They will listen to the grounds for appeal and consider any further statements provided by the Headteacher or others involved.
- 3.4 After the Appeal meeting the Directors will give their decision in writing, normally within 5 working days. The Directors' decision is final.

## **4. Record keeping**

- 4.1 The grievance and related papers will be stored on the file of the employee who raised the grievance. If the grievance is against another named individual and is upheld, it may be appropriate for a disciplinary investigation to be undertaken and/or a professional guidance letter issued, in which case relevant papers may also be placed on that individual's personal file.