

# Grievance Policy

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# CONTENTS

Contents.....	1
1. Introduction .....	3
2.. Grievance procedure .....	33
Informal procedure.....	4
Formal procedure .....	4
Step 1 written grievance .....	4
Step 2 grievance meeting .....	5
Step 3 grievance outcome .....	5
Step 4 appeal .....	5

## 1. INTRODUCTION

- 1.1. This policy aims to provide a fair and consistent framework for dealing with complaints made by staff (grievances).
- 1.2. It will cover the majority of such cases, although in some cases particular procedures will be more appropriate, such as the school's policies on Allegations of Abuse against Staff and Whistleblowing. Performance issues should be dealt with in accordance with the policies on Appraisals and Capability or Managing Sickness Absence. It applies to all employees, including the Headteacher and CEO.
- 1.3. Statutory guidance is contained in the [ACAS Code of Practice on Disciplinary and Grievance Procedures](#) ("the ACAS Code"). This policy aims to adhere to that and other ACAS guidance, where applicable.
- 1.4. The Trust Board has delegated to the Headteacher and the CEO the authority to conduct investigative proceedings in all cases save for those in which dismissal is contemplated.
- 1.5. For simplicity, this policy uses "you" throughout for the person accused or the person who has raised the complaint, and "we" for the school.
- 1.6. This policy is non-contractual and so does not form part of your contract of employment. For those in their first two years of service the disciplinary procedure may be shortened or departed from.

## 2. GRIEVANCE PROCEDURE

- 2.1. Grievances are complaints, concerns, or problems raised by you relating to your employment. The procedures outlined below can be used when:
  - a) You have a grievance with a colleague;
  - b) You have a grievance with your manager or another member of the leadership team, including the Headteacher or Governors/Trustees;
- 2.2. Grievances may include:
  - a) terms and conditions of employment;
  - b) health and safety;

- c) work relations;
- d) bullying and harassment;
- e) new working practices;
- f) working environment;
- g) organisational change;
- h) discrimination.

2.3. Other matters, such as pay or the outcome of your annual appraisal will normally be dealt with under our policies on Pay and Appraisal and Capability.

### **Informal Procedure**

2.4. Resolving grievances is essential in ensuring a healthy and motivated workforce. Ideally, grievances can be resolved quickly and informally through open communication with your line manager or Headteacher. In that way it is easier for all concerned to continue working together effectively in the future. If you are unable to speak to your manager (e.g. because the complaint concerns your manager), you should speak informally to a more senior manager, which could be the Headteacher. If this does not resolve the issue or is not appropriate, staff should follow the formal procedure below.

### **Formal Procedure**

2.5. If you think that informal procedures cannot or have not resolved your grievance you can initiate formal procedures. If you raise a grievance after disciplinary proceedings have started against you, we will consider suspending the disciplinary period for a short time to consider the implications of the grievance on the disciplinary proceedings. If the grievance and disciplinary issues are closely related, it should be possible to deal with them all as part of the disciplinary procedure.

2.6. The formal procedure will progress as outlined below:

#### **Step 1 Written Grievance**

2.7. You should submit your concerns in writing in a document clearly labelled formal grievance. The grievance should set out the nature of the complaint to include any relevant facts, dates, and names of individuals involved so that it can be investigated.

- 2.8. The written grievance should be handed or emailed to your manager or, if the manager is the subject of the grievance, to a member of the senior leadership team or the Headteacher. Where the Headteacher is the subject of the grievance, the form should go to the Chair of Governors. Where the Governing Body is the subject of the grievance, you should consult with the Headteacher before approaching the Chair of Governors.

## **Step 2 Grievance Meeting**

- 2.9. We will arrange a grievance meeting, normally within 10 days of receiving the written grievance.
- 2.10. You have the right to bring a companion (a trade union representative or a colleague) to the formal grievance meeting or appeal meeting under this procedure. You should tell the person holding the grievance meeting who your chosen companion is in good time before the meeting.
- 2.11. The person holding the meeting will hear from the parties involved and review any relevant documentation. The person may adjourn the meeting or defer a decision until they are satisfied that they have thoroughly reviewed all the evidence and taken into account all relevant factors.
- 2.12. In some cases, it may be necessary for investigations to be carried out into the grievance. The meeting may be adjourned to carry out these investigations, or an investigation may be conducted before the grievance meeting if appropriate. The nature of the investigation will depend on the complaint; it may involve interviewing you, a witness or witnesses, or reviewing relevant documents.

## **Step 3 Grievance Outcome**

- 2.13. You will usually be notified in writing of the decision and the reasons for the outcome within five working days. The outcome will include notification of any further action we intend to take to resolve the grievance. You will be informed of your right to appeal against the outcome.

## **Step 4 Appeal**

- 2.14. If you are not satisfied with the outcome you can appeal by writing to the CEO within 5 working days of the decision, stating in detail the grounds. An appeal meeting will be held as soon as practicable and will be dealt with impartially by a more senior manager not previously involved. Where the Headteacher made the decision, a panel of Trustees will hold the appeal meeting.