

STAFF GRIEVANCE POLICY AND PROCEDURE

Version: 6.0
 Approved: 5 February 2019
 Next review: February 2022
 Co-ordinator: Tracey Savage

Rationale

The School wishes to ensure that any employee who feels dissatisfied with any matter relating to their work has an immediate means by which such a grievance can be aired and resolved.

Purpose

This policy applies to employees of the School only. The School's Grievance Policy and Procedure does not form part of an employee's terms and conditions of employment with the School and is not intended to have contractual effect. It does, however, set out the School's current practices and employees are strongly advised to familiarise themselves with its content.

The School reserves the right to vary or amend its Grievance Policy and Procedure as it will consider what the particular circumstances of the case reasonably require.

Implementing the policy

The School encourages all employees to settle complaints either informally or by informal or formal mediation. Mediation is voluntary and will only take place with the agreement of both parties; the mediator will be determined by mutual agreement. Where mediation is agreed once the formal grievance procedure has been started, the formal procedure will be adjourned whilst the mediation takes place. In the event that no mutually acceptable solution is reached through mediation, the procedure will be reconvened at the point of adjournment.

Where an employee has a complaint or concern, he or she should follow the procedure below:

- a) The employee should first raise the matter informally with his or her Line Manager or Head of Department as soon as possible with a view to reaching a prompt and amicable resolution. Where the complaint or concern is against the employee's Line Manager or Head of Department, it should be raised with a member of the Senior Leadership Team. If the employee's complaint or concern cannot be settled informally, the employee should raise it formally as a grievance with his or her Line Manager or Head of Department setting out the nature and basis for his or her grievance in writing.
- b) The employee will then be invited to attend a grievance hearing with the Headteacher during which he or she will be given an opportunity to explain fully the grounds of and basis for his or her grievance. If the grievance is against the Headteacher or has been brought by the Headteacher, this meeting will take place with a Governor.
- c) The employee may be accompanied by an appropriate work colleague or an accredited trade union official at any grievance hearing.
- d) After the grievance hearing the School will undertake an investigation of the employee's grievance and upon conclusion of the same will communicate the outcome of the employee's grievance in writing without unreasonable delay.
- e) If the employee is dissatisfied with the outcome of the grievance at that stage, he or she may appeal in writing to the Company Secretary within ten working days of the grievance decision he or she is appealing against, setting out the grounds for and basis of the appeal in writing.
- f) The School will arrange for a grievance appeal hearing during which the employee will have an opportunity to explain his or her grounds of appeal in detail and put forward any relevant evidence. The employee will have the right to bring a work colleague or an accredited trade union official with him or her to the appeal meeting.

- g) Grievance appeals will usually be heard by a panel of three Governors.
- h) No decisions will be made during the appeal hearing itself. The School may need to carry out further investigations before reaching any decisions.
- i) The result of the appeal will be communicated in writing without unreasonable delay. The appeal decision is the final stage of the School's grievance appeal procedure.