

Grievance Procedure

For Employees in Voluntary Aided
Schools

Emmanuel C of E Primary School

Autumn 2023

Grievance Procedure

1. Policy Statement

1.1 Grievances can arise from a variety of sources. They can arise among individual members of staff or be directed towards school management and the governing body. They can be of a relatively simple nature or of fundamental importance.

1.2 This procedure is designed to enable school leaders, staff and governing bodies to foster good relations by:

- Discouraging the harbouring of grievances;
- Assisting the resolution of individual grievances in an atmosphere of trust and confidentiality;
- Enabling grievances to be settled as closely as possible to their point of origin;
- Ensuring that grievances are dealt with fully, promptly and fairly.

1.3 The procedure sets out:

- An informal process through which most grievances may be resolved without recourse to any subsequent stage;
- A formal procedure to be invoked when the informal resolution stage has failed or is inappropriate due to the serious nature of the complaint;
- A right to appeal the outcome of any stage of the procedure.

1.4 This policy does not form part of any employee's contract of employment. The policy will be reviewed every two years and may be amended from time to time.

2. Representation

2.1 At all stages, any staff involved in the procedure are entitled to be accompanied by a work colleague or trade union representative. At formal meetings, the companion may make representations and ask questions but should not answer questions on the employee's behalf. During the formal procedure, witnesses may be called and questioned on either side.

3. Equal Opportunities

3.1 This Grievance procedure will always be applied fairly and in accordance with the Equality Act 2010.

4. Data Protection

4.1 The policy will be implemented in adherence to GDPR regulations in relation to the distribution, sharing and storage of information pertaining to any individuals involved in this procedure.

5. Informal Stage

5.1 Where a member of staff has a grievance which involves another member (or members) of staff, they should make every effort to resolve it by approaching the person(s) concerned directly.

5.2 If a direct approach fails to resolve the grievance, or is not felt appropriate the employee should request a personal interview with their Line Manager or Headteacher. This request should be in writing and should briefly state the employee's concerns.

5.3 If the complaint is against the Headteacher, the employee may request an interview with a member of the Governing Body. In the first instance, the employee should contact the Chair, who will nominate a suitable governor to look into the matter.

5.4 The interview should take place within five working days of the request and seek to resolve the problem personally in consultation with any other member (s) of staff involved. The parties may, by mutual agreement, seek consultation with the Headteacher (if not already involved), the Chair of Governors or representatives of trade unions, as appropriate.

5.5 Depending on the nature of the complaint, the manager concerned may find it helpful to conduct a preliminary assessment of the facts of the case and the people involved, to help determine how best it is dealt. Where the complaint involves another member of staff, they should be informed.

5.6 The aim of the meeting is to where possible resolve matters informally. This may result in a mediation or facilitated meeting between parties or lead to a more formal investigation by the Headteacher or an independent party.

6. Formal stage

6.1 Where the matter has not been resolved informally (or it has not been appropriate to raise the matter informally) the employee should submit a formal written notice of the grievance (**see Appendix 1**) to the Headteacher or Chair of Governors. The written notice should:

- Include full details of the grievance, together with any supporting documents;
- Set out steps already taken to resolve the issue;
- State the resolution now requested.

6.2 The Headteacher will advise any other parties concerned as to the nature of the grievance, and they may make a formal written response (together with any supporting documents). This response should normally be submitted within ten working days of receipt of the written notice of grievance unless not practicable.

6.3 A hearing will then be arranged before either a panel of three governors or the Headteacher to consider the grievance. The hearing will normally take place within twenty working days of receipt of the formal notice of grievance. If an investigation has taken place at the informal stage and the employee does not agree with the findings, the investigating officer may be invited to the hearing to present their findings and to answer questions from the panel or Headteacher and the employee.

6.4 At least five working days' notice of the hearing will be given to the employee, who may be accompanied by a trade union representative or work colleague. The above time limits may be altered by agreement of the parties concerned.

6.5 The panel or person hearing the grievance, in seeking to resolve the matter, may adjourn the meeting or defer making a decision if this is considered appropriate to promote conciliation or obtain further information on relevant factors.

6.6 The decision of the panel or person hearing the case and the reasons for it will be confirmed to the parties within five working days.

7. Appeal

7.1 The aggrieved employee may appeal in writing to the Chair of Governors within ten working days of receiving the written decision. The notice of appeal should set out the reasons, and a copy should be submitted to the Clerk to the governing body, who will provide copies to any other persons concerned.

7.2 The appeal will be heard by a panel of three governors of the school involved or members from another LDBS school if appropriate. All documents already submitted will be made available to the appeal committee. This hearing will normally take place within fifteen working days of receipt of the notice of appeal.

7.3 At least ten working days' notice will be given to the parties concerned, who may attend in person and be accompanied by a work colleague or trade union representative.

7.4 The decision of the appeal committee will be final.

This process may run concurrently with any other procedure being implemented involving the complainant.

Appendix 1: Notification of a Formal Grievance

This form is intended for use by any employee of the school who would like to raise a **formal grievance** about their manager or a third party, the behaviour of a colleague or any other workplace issue. It should be noted, it is only in exceptional circumstances that formal grievances will be accepted without school management being given the opportunity to help resolve the matter informally, in the first instance. Please complete the form and include any supporting evidence. It should be delivered to an appropriate member of staff (Head of School, Headteacher, Executive Headteacher or the Chair of Governors). You should also keep a copy.

Employee's Name:

School:

Job role :

Date submitted:

Summary of the Grievance.

Describe the nature of your grievance and include any supporting evidence (continue on a separate sheet if necessary and attach any extra sheets and information)

Individuals Involved in the Alleged Incident/Grievance

Please provide the names and contact details of any people involved in your grievance, including witnesses.

Informal Action previously taken

When did you first raise your grievance, and with whom?

Please provide details of action taken to resolve the matter informally and the reason for dissatisfaction with the informal solution (if appropriate)

Outcome Requested

Please set out what you are seeking as an outcome to your grievance and why and how you believe this will resolve the issue

Trade Union Representation

Has your trade union or professional association representative been informed?

If yes, please provide their name and contact details.

Declaration

I confirm that the above statements are true to the best of my knowledge, information and belief.

Signed.....

Date.....

For Completion by the School

Date Form Received -

Date Acknowledged -

Name of Recipient and Job Role:

Appendix 2
Notification of Appeal against Formal Grievance Outcome

This form is intended for use by any employee of the school who would like to appeal against the decision made as a result of the outcome of a Formal Grievance Meeting
Please complete the form and ensure it is delivered to an appropriate member of staff (Headteacher/Executive Headteacher or the Chair of Governors).
You should also keep a copy

Employee's Name:

School:

Job role :

Date submitted:

Reasons for dissatisfaction with the grievance outcome:

Please state the reason(s) why you are dissatisfied with the outcome of the formal grievance meeting.

Outcome Requested:

Please set out what you are seeking as an outcome to your grievance appeal and why and how you believe this will resolve the issue.

Signed.....

Date.....

For Completion by the School

Date Form Received -

Date Acknowledged -

Name of Recipient and Job Role -