



Staff Grievance Policy

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| Author/Owner | Jude Hall, HR Manager |
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| Date Approved/Reviewed | November 2023 |
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| Approved By | Finance and Operations Committee |

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| Policy Category (Please Indicate) | 1 | Academy to implement without amendment |
| | 2 | Academy specific appendices |
| | 3 | Academy personalisation required (in highlighted fields) |



Summary of Changes from Previous Version

| Version | Date | Author | Summary of Updates |
|---------|---------------|----------------------|--|
| V1 | November 2023 | Legal and HR Manager | <ul style="list-style-type: none">• No procedural changes made to this policy,• Policy put onto new trust format• Grievance notification form included in the back of the policy• Letter templates available from HR• Letters tailored in the same way for all academies |

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1. Aims

This Policy aims to:

- Enable employees to raise concerns about workplace issues without fear of victimisation and repercussion
- Ensure all grievances are dealt with fairly, fully and objectively.

The policy does not form part of any contract of employment or other contract to provide services, and it may be amended at any time.

2. Legislation and guidance

We are required to set out our disciplinary procedures under general employment law. The grievance procedure is based on the ACAS code of practice on disciplinary and grievance.

This policy does not form part of any contract of employment or other contract to provide services and can be amended at any time.

3. Definitions

- A grievance is a concern, problem or complaint raised with school by an employee. It can be caused by issues such as working conditions, H&S concerns, bullying, discrimination or working relationships.
- Issues raised by people who are not an employee of the school, this would instead fall under our complaint's procedure
- Where more than one employee presents the same grievance, which is expected to have the same or similar resolution, this will be considered collectively. An initial meeting will be arranged to agree the process which meets the procedural stages appropriately as soon as a collective grievance is raised.

4. Grievance Procedures

We are committed to dealing with grievances fairly and objectively. Employees will be protected from discrimination or victimisation after raising a work-related grievance.

5.1 Informal Stage

In the first instance, an employee will aim to resolve their grievance informally with their line manager. If the employee's concerns relate to their line manager, they should discuss the issue with the line manager's manager.

It may be necessary for the employee who has raised a grievance to attend a meeting to discuss the concerns in more detail. However, this will be determined on a case-by-case basis.



It's anticipated that a number of grievances will be resolved at this informal stage with no need to progress matters further. However, if the matter has not been resolved at the informal stage, it may then proceed to the formal stage of the procedure.

5.2 Formal Stage

If it is not possible to resolve the matter informally, employees should set out their grievance in writing to their line manager, in accordance with the staff grievance notification form at Appendix one. A grievance should be raised without reasonable delay.

Upon receipt of a grievance, the CEO/Principal/Headteacher (or appointed governor if the headteacher is the subject of the grievance or appointed Director if the CEO is the subject of the grievance) will acknowledge the receipt of the grievance within 5 working days and will appoint a grievance officer. This will be an independent individual with no prior knowledge of the grievance.

The grievance officer will arrange a formal meeting within 10 working days after the grievance has been raised. At the meeting, the employee will be given the opportunity to explain their grievance and how they think it should be resolved.

Employees have a statutory right to be accompanied by a companion at a grievance meeting. The companion must be a work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings. If the chosen companion will not be available on the initial date and time proposed for the formal meeting, the grievance officer must move the meeting to an alternative time proposed by the employee, provided that the alternative time is both reasonable and no more than 5 working days after the date originally proposed.

The companion may address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the hearing. The companion may not answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

It may be necessary for further investigations to be carried out in relation to a grievance. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents.

5.3 Deciding an appropriate action

Once all required meetings and investigations have been completed, the grievance officer will communicate the decision to the employee in writing usually within 5 working days. The decision will set out the action that will be taken to resolve the grievance. It will also inform the employee that they can appeal if they are not satisfied with the outcome, and explain how to do this.

5.3 Appeals

If the employee is not satisfied with the outcome of the grievance they have the right to appeal the decision.

The employee should set out their grounds of appeal in writing within 5 working days of receiving the outcome from the formal grievance stage.

An appeal is not designed to re-hear the matter but to examine the grounds of appeal. The employee should therefore be specific about the grounds of the appeal.

However, a full re-hearing may be appropriate in exceptional circumstances.

A grievance appeal panel consisting of at least 2 people will be convened. This will be a group of people independent from any previous stage of the grievance procedure, and the panel will be chaired by an independent individual.



Appeals will be heard without unreasonable delay and in any event within 15 working days of the date of the appeal notice. The panel may ask anyone previously involved to be present. Employees have the same statutory right to be accompanied to the appeal meeting by a work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings.

The employee will be invited to attend a meeting with the appeal panel. This is usually within 10 working days.

The outcome of the appeal will be confirmed in writing by the chair of the appeal panel to the employee. This is usually within 5 working days.

This is the end of the procedure and there is no further appeal.

5. Overlapping procedures

If an employee raises a grievance after disciplinary proceedings have already started against them, the disciplinary proceedings may be temporarily suspended in order to consider the implications of the grievance on the disciplinary process.

If the grievance and disciplinary proceedings address related matters, it may be possible to deal with the issues concurrently.

6. Record Keeping

- › Minutes will be kept of all meetings.
- › Records of all materials relating to the grievance process will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and document retention schedule.

7. Monitoring Arrangements

This policy will usually be reviewed every 2 years, but can be revised as needed from time to time. It will be reviewed by the HR Manager and approved by the full board of directors

8. Links with other policies

This policy has links with our policies on

- › Complaints Policy and Procedure
- › Equality and Diversity
- › Privacy notice
- › Staff Capability Policy
- › Staff Code of Conduct
- › Staff Disciplinary Policy
- › Staff Health and Wellbeing policy



Policy Agreed: November 2023

Signed Chief Executive:

B.A. Nixon

Signed: Chair of Directors:

J. B. Blum

Policy to be reviewed in September 2025



Appendix 1: Staff grievance notification form

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| Name: | School: |
| Job title: | Department: |
| Describe the nature of your grievance, including: <ul style="list-style-type: none">• A full description of your grievance• Relevant evidence, such as facts, dates and names of individuals involved | |
| Please state the following: | |
| The date on which you first raised your grievance, and with whom | |
| The action taken in respect of your grievance at the informal stage | |
| The outcomes you are seeking and the actions you would like taken to resolve the situation | |
| Whether you would like to explore a resolution through mediation | |
| Whether you would like accompaniment at a grievance meeting by a work colleague, trade union official, or trade union representative - and if so, their name and position | |
| Signed: | Dated: |