



GRIEVANCE POLICY & PROCEDURE

Updated September 2017
Approved by the Principal

This policy refers to and should be read in conjunction with the following policies:

- Disciplinary Policy and Procedure
- Bullying and Harassment Policy (Staff)

1. Purpose

1.1 The grievance procedure enables the Academy to ensure that any problems, complaints or concerns raised by employees are dealt with in a fair, timely and consistent manner. If an employee has a grievance or complaint regarding their employment every effort should be made to resolve it informally and without recourse to this policy. After all informal routes are exhaustive, an employee should raise a grievance in line with this procedure. The following are some examples of issues that will normally be addressed through the grievance procedure. This list is not exhaustive:

- Work, working conditions, pay and benefits, working hours;
- Discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin or appearance;
- Treatment by colleagues including harassment and bullying;
- Concerns about health and safety or a breach of statutory employment rights;
- Any other issue affecting their employment.

2. Informal Procedure

- 2.1 Employees should discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their immediate manager, or if the grievance concerns him or her, the employee should instead talk to any member of the senior management team.
- 2.2 If the grievance is sufficiently serious in nature the formal procedure should be used in the first instance.
- 2.3 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 2.4 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with according to the formal grievance procedure.

3. Formal Procedure

- 3.1 The aggrieved employee must first send a written statement detailing the nature of the grievance to the Principal. Where it is the Principal who is the subject of the grievance, the employee should instead send the written statement to any member of the senior management team.
- 3.2 Upon receiving the written statement the Principal will arrange for a formal meeting to be held in order to discuss the grievance. The formal meeting will be held without unreasonable delay and usually no longer than five working days after the grievance is received.
- 3.3 The employee has the right to be accompanied at any meeting concerning the grievance by a colleague. The colleague shall be allowed to support the employee's case and confer with the employee during the meeting. They shall not answer questions on behalf of the employee, address the meeting without the Principal's consent or prevent the Principal from asking questions.
- 3.4 All parties shall make every effort to attend the meeting. If the employee is unable to attend the meeting at the agreed time, the employer shall offer an alternative time and date within five working days. If the employee fails to attend on the rearranged date, the Academy will deem the grievance to have been dropped and no further action will be taken. If the Academy is unable to attend the hearing, this will be conveyed to the employee at the earliest opportunity and a reasonable alternative date shall be provided to the employee.
- 3.5 If further investigation of the matter is required (e.g. interviewing other colleagues) then the meeting should be adjourned to a later date before a decision is taken.
- 3.6 If the grievance is about a colleague is then the investigation of that person's conduct will be dealt with under the terms of the Disciplinary Policy and Procedure. Please also see terms of the Bullying and Harassment Policy (Staff).
- 3.7 Following the meeting and investigation, the Principal within ten working days, shall:
 - Send to the employee the decision and the action intended to be taken in order to resolve the grievance; and
 - Inform the employee in writing of their right to appeal if they are not satisfied with the action taken.

4. Appeal

- 4.1 If you feel your grievance has not been satisfactorily resolved, you have the right to appeal.
- 4.2 An appeal should be made in writing to the Principal within five working days of the disciplinary decision. The letter must give the detailed reasons for the appeal and include any supporting evidence. An appeal meeting will be arranged and the outcome confirmed in writing within five working days of the meeting.
- 4.3 Employees have the right to bring a union representative to the appeal.
- 4.4 Academy staff present at an appeal include:
 - a) An Academy Governor, who will act as Chair.
 - b) An Academy senior manager who has not previously been involved with the case.
 - c) The Principal
 - d) A Personal Assistant (or equivalent) will take minutes of the Hearing.

4.5 The process to be followed at the appeal will be:

- a) The employee will present their appeal, explaining any special circumstances
- b) The Principal will respond to the appeal
- c) The members of the panel may ask questions
- d) The employee will summarise their appeal
- e) The panel will adjourn, to consider their decision.

4.6 The employee will be informed in writing of the outcome of the appeal as soon as possible, usually within five working days of the appeal.

4.7 Decisions made at this stage will be final and the grievance procedure is concluded.

5. Confidentiality

5.1 Grievances will be handled with as high a degree of confidentiality as is practicable. Confidential records of the grievance will be kept in the employee's personnel file in accordance with data protection legislation. Copies of meeting notes will be provided to the employee, although the Academy reserves the right to withhold certain information (e.g. to protect a witness).