Carwarden House Community School

GRIEVANCE POLICY AND PROCEDURE

Date:	30.09.2024
Reviewed by A&R Committee	bi-annually
Date adopted by Governing Body:	Autumn 2024
Date of next review:	September 2026

ABOUT THIS PROCEDURE

It is our policy to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.

This procedure applies to employees of the Academy only.

This procedure does not form part of your contract of employment, and we may vary or amend it at any time. It does however set out the Academy's current practices and you are strongly advised to familiarise yourself with its content.

USING THIS PROCEDURE

Issues that could cause grievances may include:

- terms and conditions of employment;
- health and safety;
- work relations;
- bullying and harassment;
- new working practices;
- working environment;
- organisational change; and
- discrimination.

This procedure should not be used to complain about pay, decisions taken in respect of performance under a capability procedure or dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.

We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this procedure.

Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process. These will be processed lawfully in accordance with Data Protection principles.

If you have a complaint or concern, you should follow the procedures below:-

RAISING GRIEVANCES INFORMALLY

Most grievances can be resolved quickly and informally through discussion with your line manager. If you feel unable to speak to your manager, for example, because the complaint concerns him or her, then you should speak informally to a member of the Senior Leadership Team.

If your grievance concerns the Headteacher, then you should speak informally to the Chair of Trustees.

If informal discussions do not resolve the issue, you should follow the formal procedure below.

FORMAL WRITTEN GRIEVANCES

If your grievance cannot be resolved informally, you should put it in writing and submit it to your line manager, indicating that it is a formal grievance. If the grievance concerns your line manager, you may submit it to the Headteacher instead. If the grievance concerns the Headteacher, you may submit it to the Chair/s of Trustees instead.

The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved, together with the resolution you are seeking. In some situations, we may ask you to provide further information.

GRIEVANCE MEETINGS

We will arrange a grievance meeting with you, normally within 10 working days of receiving your grievance. The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.

The Headteacher will decide on the appropriate person to conduct the grievance meeting with you and to determine the outcome of your grievance, taking into account the nature of your complaint and any person/s to whom the complaint relates.

The grievance meeting may be conducted by your line manager or member of the SLT. If the complaint concerns your line manager, the hearing may be conducted instead by another member of the Senior Leadership Team. It may in some circumstances be appropriate for your meeting to be conducted by a governor or an external HR consultant.

You may be accompanied by an appropriate work colleague or an accredited trade union official at any grievance meeting.

GRIEVANCE INVESTIGATIONS

It may be necessary to carry out an investigation into your grievance. The investigation may be initiated before holding the grievance meeting with you where appropriate. In other cases, the grievance meeting may be held first before deciding what investigation (if any) to carry out.

If an investigation is necessary, the amount of any investigation required will depend on the nature of the allegations and will vary from case to case. The investigation may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.

An investigation may be carried out either by the person appointed to conduct your grievance meeting and determine your grievance or by someone else appointed by the Headteacher.

GRIEVANCE OUTCOME

Following your grievance meeting/s and any investigation carried out, the person appointed to determine the outcome of your grievance will write to you to inform you of the outcome of your grievance and if appropriate any further action that the Academy intends to take to resolve the grievance.

Where appropriate we may hold a further meeting to give you this information in person.

The Academy will also remind you of your right of appeal.

APPEALS

If the grievance has not been resolved to your satisfaction you may appeal in writing to the Clerk of the Governing Body within 10 working days of the grievance decision you are appealing against, setting out the grounds for and basis of the appeal in writing.

We will hold an appeal meeting, normally within 10 working days of receiving your written appeal. Grievance appeals will usually be heard by a panel of three Trustees.

The person appointed to determine the outcome of your grievance will attend the appeal hearing on behalf of the Academy.

You may be accompanied by an appropriate work colleague or an accredited trade union official at any grievance appeal hearing.

All documents from the original grievance meeting and investigation (if applicable) will be sent to all parties attending the appeal prior to the appeal hearing, together with the outcome of the original grievance and notes of any further meetings. A copy of the letter of appeal and any new relevant evidence will also be sent to all parties in advance of the hearing.

No decisions will be made during the appeal hearing itself. The panel may consider it necessary to carry out further investigations before reaching any decisions.

The panel will confirm its final decision in writing without unreasonable delay and this concludes the procedure and there is no further appeal.

THE GRIEVANCE PROCESS

