



Grievance Procedure

1. INTRODUCTION

1.1 The grievance procedure is intended to provide the means by which an individual employee who has a grievance about his/her employment can seek to resolve it as swiftly and as close to the point of origin as possible. Where the grievance cannot be resolved by a senior member of staff or the Head, the procedure provides for a formal hearing involving governors.

1.2 A grievance is a complaint by an employee about any aspect of his/her employment, eg. Nature or range of duties, conditions of service, relationships with other staff. The grievance must be one that lies within the powers of the management of the school to resolve, eg. It cannot be about matters determined by national legislation.

1.3 A grievance is not available in addition to or in substitution for the right of hearing and appeal established under other staffing procedures (eg disciplinary action or redundancy selection).

1.4 Those responsible for dealing with employees' grievances are expected to treat them seriously and to attempt to resolve them as quickly as possible. There should be no attempt to block an employee's wish to raise the grievance at a higher level.

1.5 In certain cases it may be necessary for information or advice to be sought from others outside the school and this may delay the timescale for resolution.

1.6 At any stage of the procedure the Head and/or Governors may wish to refer to the LEA for guidance to bring about a resolution outside of a formal hearing. Such attempts are without prejudice to the position of both parties in the procedure.

1.7 In situations where grievances are shared by groups of staff the collective dispute procedure set out in section 4 of this document will apply.

1. REPRESENTATION

2.1 At all stages the staff involved are entitled to be accompanied by a professional 'friend'. During the formal procedures witnesses may be called and questioned by either side.

1. PROCEDURE

3.1 Stage 1. Informal Consideration

- Where the employee has a grievance which involves another member of staff, s/he should first of all seek to resolve it by a direct approach to the person(s) concerned.
 - If the matter cannot be resolved in this way the employee should then request an interview with a senior manager or the Head, as appropriate.
 - Wherever possible, the interview should take place within one week of the request being made. The senior manager or Head will arrange to investigate the grievance and seek to resolve it in consultation with any other member(s) of staff involved.
-

d) Where the grievance is against the Head or governing body, the employee should discuss the matter with the Head before proceeding to stage 3. Informal consideration by the Chair of Governors may precede a formal hearing.

3.2 Stage 2 Consideration by Head (or nominated senior manager)

Where the matter cannot be resolved by informal discussion, the employee will be requested to set out his/her grievance in writing and the matter will be further investigated by the Head (or a nominated senior member of staff). If appropriate there may be formal interviews with any staff affected in order to reach a decision. All parties will be given the opportunity to state his/her case either orally or in writing. By mutual agreement the Chair of Governors, professional association/trades union or LEA officer's may be consulted.

A decision will be given by or on behalf of the Head as soon as possible after receipt of the written grievance. This should be within one week, wherever practical to do so.

3.3 Stage 3 Formal Hearing by Governors' Panel

a) Where the outcome remains unacceptable to the employee, formal written notice of the grievance must be sent to the Chair of Governors, with a copy to the Head and any other member(s) of staff directly concerned. This letter should:

- give full details of the grievance, together with any supporting documentation;
- give details of the steps already taken to resolve the issue; and
- state the resolution that is being sought.

b) The Chair of Governors will invite the Head and any other member(s) of staff involved in the grievance to make a written response

- The hearing should take place as soon as possible after the written grievance and responses have been received but a minimum of one week's notice should be given to the parties concerned. All documentation should be made available to the governors' panel in advance of their hearing. The employee raising the grievance and any other member(s) of staff directly involved must also be provided with copies of all documentation to be considered and they may attend the hearing and be accompanied and/or requested to attend.
- The governor's panel, in seeking to resolve the grievance, may adjourn the hearing or defer its decision if this is considered appropriate to promote conciliation or to obtain further information or guidance.
- The decision of the governors' panel will be confirmed in writing within five working days of the hearing taking place.

3.4 Stage 4 Appeal

- Any party to the grievance may appeal in writing to the Chair of Governors within one week of receiving written notification of the decision. The notice of appeal should set out the reasons, with a copy to the Head and any other member(s) of staff concerned.
 - The appeal hearing will be conducted by the governing body's nominated appeal panel. All documents already submitted together with any further documentation shall be available for consideration. At least one week's notice of the arrangements for the appeal hearing will be given to all parties concerned.
 - The appeal panel's decision will be confirmed in writing within five working days. This decision will be final.
-

1 Section 5.3 - Model Grievance Procedure Issued April 1996, Reissued April 2006 and January 2008 2 Section 5.3 -
Model Grievance Procedure Issued April 1996, Reissued April 2006 and January 2008
3 Section 5.3 - Model Grievance Procedure Issued April 1996, Reissued April 2006 and January 2008
