THAMES FEDERATION
HIGH EXPECTATIONS | ENRICHMENT | EXCELLENCE

GRIEVANCE PROCEDURE

TEACHING AND NON-TEACHING STAFF

Reviewed by: Executive Head Teacher
Approved by: Full Governing Body
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1. PURPOSE

1.1 All employees have the right to present grievances about any matter relating to their employment (excluding job gradings, disciplinary issues, sickness absence monitoring, performance matters, and collective disputes which are covered by separate procedures). This procedure is applicable to all employees responsible to the governing body in this school.

1.2 The resolution of grievances is fundamental to good employee relations. Every effort should be made to reach informal agreement or understanding between the parties before reaching the formal stages of the procedure. This should be carried out by the immediate line manager or Headteacher as appropriate.

1.3 The aim of this procedure is to settle grievances fairly, rapidly and at the earliest possible stage. The timescales set out should be followed unless there is an exceptional reason which should be explained to the employee and another meeting arranged as soon as possible.

2. DEFINITION

2.1 A grievance is a way for an employee to raise a problem or complaint with their employer so that the matter can be resolved swiftly.

3. GENERAL POINTS

3.1 The trade union or workplace colleague has an important role to play in supporting, advising, and representing an employee with a grievance. The aim should be to resolve the grievance through co-operation and communication.

3.2 Each grievance is important to the individual concerned and every stage should, therefore, be dealt with promptly. Effective communication and maintaining good working relations between Headteachers, line managers and employees is the best way of ensuring that grievances do not arise.

3.3 Where grievances arise, all parties must follow the procedure.

3.4 If in any doubt on how to proceed please seek advice from the school's procured HR service provider.

3.5 If an alleged breach of any agreement or contract of employment is involved, relevant documents should be obtained and checked before an answer is given.

3.6 Where there is a need to change work routines the reasons need to be explained and sufficient notice given to individuals so that they have time to make any necessary alternative arrangements.

3.7 Going through a grievance procedure can be very stressful for everyone involved. This includes the person the grievance is about and the person raising the grievance. Looking out for employees' wellbeing and offering support can help prevent absence.

THE PROCEDURE

Employees have the right to raise a grievance about matters relating to their employment.

- The employee must clearly set out the nature of their concern in writing. When setting this out they should describe in as much factual detail as possible the exact nature of their concern, the sequence of events, in date order, including any documentary evidence, what they have done to try and resolve their concern. It is important that the employee describes the resolution they would like to be considered and/or taken to address and resolve their concern.
- This should be submitted to their line manager or manager's line manager, or an appropriate senior manager if the concern is against their line management, as soon as possible and without unreasonable delay - ideally within 5 working days of the concern arising and within a maximum of 3 months. Any concern over 3 months from the date of submission will not normally be considered.

1. Stage 1 – Informal

1.1 In the event that an employee has a grievance, they should, in the first instance, discuss the matter in private with their immediate line manager or Headteacher, as appropriate, who should then respond to the grievance within three working days. The employee may be accompanied by a trade union representative or workplace colleague.

2. Stage 2 – Formal

2.1 If the grievance is not resolved satisfactorily within 3 working days, the employee should put the grievance in writing to the Headteacher and ask for a formal meeting. The Headteacher should hold the meeting within 5 working days and allow a trade union representative or workplace colleague to attend with the employee. The Headteacher may need to investigate further which could include interviewing other relevant parties before reaching their decision. The decision should be given in writing to the employee and their representative within 5 working days from the conclusion of the investigation.

3. Stage 3 – Formal Appeal

3.1 If the grievance remains unresolved at Stage 2, the employee should appeal and forward their reasons for the appeal to the Chair of Governors, with a copy to the Headteacher, within 10 working days of receiving the response clearly stating the grounds of appeal and to request a review of the Stage 2 decision.

3.2 A panel of three governors will be established by the full governing body, to conduct Stage 3 appeal hearings. The Panel should then hold a formal meeting with the employee and their representative within 10 working days to review the Stage 2 formal grievance decision.

3.3 The Panel's decision should be given in writing to the employee and his/her representative within 5 working days of the hearing.

4. Conducting the Governor appeal Hearing

4.1 The fundamental purpose of the hearing is to give the employee the opportunity to fully present her/his case. The Chair of the Panel shall be responsible for the proper conduct of the hearing which shall be conducted on a formal basis and shall adjudicate on procedural issues relating to the conduct of the hearing. The Chair, however, may not vary the order of the proceedings set out here without the agreement of all the parties concerned at the hearing. The Chair should take any necessary action to ensure a fair and orderly hearing.

4.2 The Chair shall commence the proceedings by stating the reasons for the appeal hearing being held, and the resolution sought.

4.3 The Chair shall then confirm the presence or absence of the parties to the case and any representative. At the discretion of the Chair, the hearing may be postponed by reason of the absence of any of these persons.

4.4 The Chair shall order the proceedings as follows:

4.4.1 Ask the employee and/or representative to present the employee's case, allowing the management side (usually the Headteacher) an opportunity for questions after the employee's case has been completed. The employee may call relevant witnesses.

4.4.2 Ask the management representative (Headteacher) to reply to the employee's case allowing the employee and/or representative to ask questions after the management presentation has been completed. The management side call relevant witnesses.

4.4.3 Material not previously circulated will only be admitted with the agreement of both parties.

4.4.4 Allow both parties the opportunity to sum up their cases. The employee or his/her representative shall have the right to speak last. Neither party may introduce new matters in their summing up.

4.4.5 The Chair shall confine the business to the grounds of the hearing.

4.4.6 The Panel may ask questions on points of clarification at any time. Otherwise questions by the Panel shall be put to each party, after it has presented its case.

4.5 **Decision**

The Panel's decision shall be given either immediately at the end of the hearing, and within 5 working days in writing. The Appeal Panel's decision is final.

Appendix A

STRICTLY PRIVATE AND CONFIDENTIAL

GRIEVANCE NOTIFICATION FORM

Please complete this form and send it to the appropriate manager.

In accordance with Stage 1 of the Grievance Policy, I wish to submit the following concern(s):

1. **Details of the resolution steps already taken at the informal stage:**

2. **Summary of the concerns:** *please set out as much factual detail as possible, the exact nature of your concern(s) in date order, with any documentary evidence including names of any individuals involved in the incident/concerns and witnesses:*

3. **If your concern is over 3 months old, please explain why you have not raised it before:**

4. **The outcomes you are seeking and the actions you would like taken to resolve the situation:**

Name and signature:

Date: