



Greenfield Primary School

GRIEVANCE POLICY

Approved by Governors (date)

Signed on behalf of the Governing Body

Chair of Governors

Greenfield Primary School

GRIEVANCE POLICY

Scope

This policy applies to all support staff, Teachers and Head teachers based at Greenfield Primary School. Further information on the application of the policy is available in the supporting Guidance for Schools, Colleges and Academies on the Leicestershire County Council intranet EIS.

Purpose

The purpose of the Grievance Policy is to provide a framework to assist employees to raise individual or collective complaints and to have those complaints resolved quickly, fairly and where appropriate as informally as possible.

Grievance

A grievance is a concern, problem or complaint raised by a member or group of staff relating to their employment. Examples of grievances include issues about terms and conditions of employment, changes to working practices, organisational changes, actions not being carried out in line with policies etc.

This policy does not apply to complaints which relate to bullying or harassment. Such cases will be dealt with under the Dignity at Work policy. However, in the absence of the Dignity at Work policy, these cases should be dealt with through this Grievance Policy and procedure.

Application of the Policy

For teaching and support staff the grievance policy will be managed by either the Head Teacher or another manager. Where the grievance involves or is against the Head teacher, the Chair of Governors, or another nominated Governor, will be responsible for overseeing this policy. Whilst the grievance is being considered the status quo will apply.

Mediation

Mediation is an informal, voluntary process which can be used to resolve disagreements in the workplace. HR Services will be able to appoint a trained mediator who can work with those individuals or groups to help agree a mutually acceptable solution.

Former Employees

Former employees may raise a grievance normally within three months and in such cases a modified procedure will apply. A modified procedure is a two stage process as follows:

- i. The former employee sets their grievance out in writing to their former line manager.

- ii. The line manager will then gather further information to obtain the facts following which a written response will be sent to the ex-employee. Any decision contained within the written response will be final.

Stage 1 – Informal Stage

All grievances should be raised either verbally, or in writing, with the employee's immediate line manager who will attempt to resolve the grievance informally if appropriate. The employee should state how they would like their grievance to be resolved.

If the grievance relates to the line manager, it should be referred to the line manager's manager. Where a grievance involves or is against the Head teacher, the matter should be raised with the Chair of Governors who will appoint a member of the Governing Body to act on behalf of the school.

In all cases the line manager, or nominated member of the Governing Body, will discuss the grievance with the individual and gather information to obtain the facts. The employee has the right to be accompanied by a work colleague or Trade Union representative should they wish. The outcome of the grievance will be confirmed in writing to the employee.

Stage 2 – Formal Stage

Where the employee feels that their grievance has not been resolved at Stage 1, the grievance should be put in writing to the next level of manager, or to the Chair of Governors if a nominated member of the Governing Body heard the grievance at Stage 1. The letter should specify the exact nature of the grievance, the rationale for the escalation to Stage 2, the outcome/resolution that the employee wishes to see whilst attaching any relevant evidence.

An acknowledgement of receipt of the grievance should be sent to the employee and a hearing will be arranged.

Grievance Hearing

At least ten working days' written notice will be given to attend the hearing and the employee is entitled to be accompanied by a work colleague or Trade Union representative.

The line manager should send an evidence folder, providing at least ten working days notice, containing all documentation that will be used during the hearing. The employee will be given the opportunity to provide further evidence and this should be sent to the Chair of the Hearing no later than five working days prior to the hearing date.

If the employee or their representative is unable to attend the hearing then another date should be scheduled as soon as is practical.

During the hearing, both parties will have the opportunity to present their evidence.

The potential outcomes of the hearing are:

- That the grievance is upheld
- That the grievance is partially upheld

- That the grievance is unsubstantiated.
- That further evidence/information is required so hearing is adjourned until a later date.

Where the grievance is upheld or partially upheld the panel will consider the employee's desired outcome and if appropriate this will be implemented. If the desired outcome is not possible or deemed inappropriate then the panel may make alternative recommendations.

The decision and any remedy or recommendations will normally be conveyed verbally to the employee at the end of the meeting but will always be put in writing following the hearing. In all cases the employee will be informed of their right of appeal. Notes of the meeting should be provided after the hearing.

Delegation of Authority

The person or panel responsible for hearing the case will depend on who has been given the delegated authority. This will either be the governing body (i.e. a panel of Governors) or the Head teacher. If it is the Head teacher, then they may be supported by another member of the senior management team or a Governor. It would not be appropriate for the Head teacher to make the decision if they have been involved in the case.

Local Authority Schools - As the Authority has the right to be represented at the hearing, a member of HR Services should also be in attendance to support/advise the panel or delegated person.

Right of Appeal

The appeal will be held in line with the Appeal Policy for Greenfield Primary School.

Version	Date	Comment
V1	Date created: 23/1/2014	A Gordon
V2	Date created: 6/5/2015 Review date: May 2019	