



SAINT NICHOLAS SCHOOL

STAFF GRIEVANCE POLICY

Note: This policy applies to all sections of the School including EYFS

Reviewed April 2021

Review Date April 2023

1. Aim

This policy aims to enable employees to raise concerns about workplace issues without fear of victimisation and repercussion, and to ensure all grievances are dealt with fairly and objectively.

2. Definition

A grievance is a concern, problem or complaint raised with the School by an employee. It can be caused by issues such as working conditions, health and safety concerns, bullying, discrimination or poor working relations. This procedure does not cover issues raised by people who are not employed by the School.

3. Grievance Procedure

When an employee has a grievance which involves other members of the staff, he or she should first of all try to resolve the matter directly with the member of staff involved or in discussion with a Line Manager or another appropriate member of staff.

Where this approach fails, this grievance procedure should be followed with the aim of settling the grievance promptly, fairly and as far as possible without recourse to formal procedures.

4. STAGE I – INFORMAL PROCEDURE

A member of staff with a grievance which cannot be otherwise resolved should bring it to the attention of their appropriate line-manager. If the member of staff's concerns relate to their line manager they should discuss the issue with a member of SLT.

At this stage the aim is to enable all parties involved to resolve the matter on an informal basis. No formal record will be kept on personnel files, although notes will be kept by the person with whom the grievance is being discussed. This informal procedure is as follows:

- In the first instance the person with whom the grievance is being discussed will obtain precise information about the nature of the grievance.
- If appropriate the person consulted may seek a confidential interview with the person against whom the grievance is being brought, having first obtained the permission of the complainant.
- If appropriate, a meeting of both parties will be arranged.

It is to be hoped that as a result of these interventions an acceptable solution can be found, for example, by

way of an apology, and/or by an undertaking to cease the behaviour of which complaint was made, or by agreement to adjust working relationships.

If a solution acceptable to both parties cannot be found, the complainant may seek further advice from a member of the SLT or the Headmaster. Where the matter cannot be satisfactorily resolved through informal discussion the formal procedure may be triggered.

5. STAGE II – FORMAL PROCEDURE

If it is not possible to resolve the matter informally, employees should set out their grievance by writing to the Headmaster. If the subject of the grievance is the Headmaster, the employee should submit the written grievance to the Chair of Governors.

The Headmaster or Chair of Governors will acknowledge in writing receipt of the representation within ten working days and provide the complainant with a copy of the staff grievance policy. The Headmaster or Chair of Governors will appoint a grievance panel to investigate the complaint.

The Panel will comprise of three senior staff members or, where appropriate governors, not previously involved in the case. One of the Panel members will chair the proceedings. The complainant will be notified of the proposed membership of the Panel in advance of the hearing and may raise any objections with the Headmaster (or Chair of Governors) within five working days after notification.

The Panel will meet as soon as is practicable and normally within twenty working days after the receipt of the formal grievance letter.

5.1 Accompaniment by a union representative or friend

The complainant may attend the Panel hearing and if they so wish, be accompanied by a union representative or friend who may assist them and/or speak on their behalf. The person against whom the grievance lies may also attend the hearing and be accompanied by a union representative or friend. Legal representation by either party will not normally be appropriate.

5.2 Notice

The complainant and the person against whom the grievance lies must be given a minimum of ten working days' notice of the time, date and place of the hearing.

All information submitted to the Chair prior to the hearing must be in writing and shall be provided to all parties concerned not less than five working days before the date of the appeal hearing.

The notice of the hearing shall include a copy of these rules. Lesser periods than those specified above may be mutually agreed.

5.3 Hearing Procedure

The Chair will:

- accord equal procedural treatment to the individuals concerned and ensure that all parties receive copies of all relevant papers;
- afford both the complainant and/or the person against whom the grievance lies the opportunity to speak in support of their position;
- be empowered to interview any person it considers appropriate in order to clarify evidence.

5.4 Deciding on appropriate action

The meeting will be adjourned and the grievance Panel will reflect on the evidence before coming to a decision. If possible, the Panel will come to a decision without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and report to the Headmaster or Chair of Governors.

The report will include the reasons for the decision and if the grievance is upheld the Panel shall make proposals for the redress of the grievance as it sees fit and any other action in relation to the issues identified by the Panel.

The complainant and the parties against whom the grievance rests will receive written notification of the decision and any recommendations within seven working days of the Panel meeting.

The Panel's decision will be final.

5.5 Records

A written record will be kept by a nominated clerk of all proceedings, decisions and recommendations made.