



Grievance Policy and Procedure

V 3.0

SAND Academies Trust

Martin Hughes CEO

Registered in England: Company Number 11968610

Registered Office: The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 923800 – www.sandmat.uk

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Review delegated to:	People Committee

Document Version control

Version	Changes made	Date
1.0	Initial set up of Trust-wide policy	October 2020
2.0	Clarification needed for timescales and other minor changes	April 2021
2.0	CEO reviewed – no changes	April 2022
3.0	Reviewed by HR Manager	June 2024

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1. Introduction

- 1.1. Should an employee at any time have a grievance connected with his or her employment it will be the school's intention to consider and resolve it at the earliest opportunity.
- 1.2. The procedure is not contractual but applies to all employees who should familiarise themselves with its provisions. All stages of this process will be dealt without unreasonable delay.
- 1.3. 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 or discrimination or work relations. This policy does not cover issues raised by people who are not employed by the school, as this would fall under our complaints procedure.
- 1.4. The aim of the Grievance Policy and Procedure is to promote and encourage a working environment in which Trust employees feel comfortable to raise their concerns without fear of reprisal or recrimination. It is fundamental to this procedure that no employee shall suffer any detriment as a result of raising a grievance in good faith.
- 1.5. The procedure provides a framework in which employees can have their concerns and grievances resolved in a fair and timely manner.
- 1.6. We are committed to dealing with grievances fairly and objectively.

2. Informal

- 2.1. An employee who has a grievance with any aspect of their employment should raise it initially with their Head of Department or line manager and the matter will be discussed informally and resolved where possible.
- 2.2. If the employee feels unable to speak to their manager, for example, because the complaint concerns him or her, then they should speak informally to a more senior manager such as the Headteacher.
- 2.3. The headteacher/line manager will take appropriate action to follow up and clarify facts which may include discussions with other members of staff and seek advice from the HR Department. If this does not resolve the issue, the employee should follow the formal procedure set out below.

3. Formal

- 3.1. If a grievance cannot be resolved informally or the employee considers they have not been fairly treated, they may raise their grievance in writing to their Head of Department or line manager and it will be treated as a formal grievance.
- 3.2. The employee should submit the reasons for their grievance in writing to their Headteacher/line manager, or where the Headteacher/line manager is the subject of the grievance, to either the Headteacher or the HR Manager as appropriate.

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- 3.3. The grievance should set out the basis for the complaint or concern, along with the employee's suggested remedies for resolution. Where an employee is raising a formal grievance without having sought an informal resolution, they should also set out the reasons why an informal approach would, in their opinion, have been inappropriate.
- 3.4. When an employee raises a formal grievance a meeting will be arranged within 10 school days of the grievance being received. At the meeting the employee will have the opportunity to explain their grievance and how they think it may be resolved. Depending on the circumstances, the meeting may be adjourned in order for an investigation to take place. The investigation will be undertaken by an independent officer who has no knowledge or connection with the grievance. Where the matter needs to be investigated and/or the meeting adjourned, the employee will be given an indication of the likely timescale for receiving a response.
- 3.5. At the meeting, the employee may be accompanied by a work based colleague or trade union representative of their choice. The employee must tell the person holding the grievance meeting who their chosen companion is, in good time before the meeting.
- 3.6. The Headteacher / line Manager may be accompanied by a member of the HR Team.
- 3.7. Legal representation at a formal grievance meeting is not permitted.
- 3.8. The employee will be informed in writing of the outcome of the grievance within 10 school days of the meeting and the reasons for the decision. If any action is to be taken as a result of the grievance, the employee will, where possible, be informed. The Headteacher/line manager may also wish to meet with the employee to explain verbally their decisions/outcome.
- 3.9. The decision will be issued as soon as possible following the conclusion of the meeting. Where the matter needs to be investigated and/or the meeting adjourned, the employee will be given an indication of the likely timescale for receiving a response.
- 3.10. Where a grievance has been raised involving work colleagues the Headteacher/line manager may opt to offer mediation as a means to improve working relationships where all parties are willing to cooperate with this.

4. Appeal

- 4.1. If the employee believes that their formal grievance is not satisfactorily resolved, or believes they have been unfairly treated, they should lodge an appeal within 5 working days of the written decision in writing, to the HR Manager
- 4.2. The employee shall clearly state the reasons why they wish to continue to pursue their grievance to the appeal stage.
- 4.3. An appeal hearing should usually be arranged within 14 days, and will be heard, depending upon all the circumstances, by either the Headteacher, or a Director of the Trust.

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- 4.4. At the appeal hearing, the employee may be accompanied by a work based colleague or a trade union representative of their choice.
- 4.5. The panel may adjourn a grievance hearing in order to obtain additional information in which case the hearing shall be reconvened within 10 working days on a date to be agreed between the panel and the employee prior to the adjournment.
- 4.6. Whenever possible, a decision of the appeal and the reasons for it will be given within 14 working days of the hearing. This decision will be given in writing and will be final.

5. Record-keeping

- 5.1. Written grievances will be placed on an employee's personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.
- 5.2. These will be retained securely in accordance with data protection law; the School's Staff Privacy Notice and Data Retention Policy.

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