



Staff Grievance Policy

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Signed: <i>j Campbell</i> Chair of Governors: j Campbell	Date: Summer 24
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‘We promise to shine together’
Let the light of your face shine upon us - Psalm 4:6

Our ambition is to serve our community by providing an excellent education, which is inclusive and distinctive within the context of Christian belief and practice, upholding our values in the daily life of the Academy and in our relationships with others.

1. AIMS

- 1.1. 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. LEGISLATION AND GUIDANCE

- 2.1. These grievance procedures are based on the [disciplinary and grievance code of practice from Acas](#).
- 2.2. These procedures also comply with our funding agreement and articles of association.

3. DEFINITIONS

- 3.1. A **grievance** is a concern, problem or complaint raised with the Academy by an employee. It can be caused by issues such as working conditions, health and safety concerns, bullying or discrimination or working relationships.
- 3.2. This policy does not apply to:
- Issues raised by people who are not an employee of the Academy, as this would instead fall under our complaints procedure
 - Redundancy dismissals
 - Non-renewal of fixed-term contracts
 - Collective grievances, raised on behalf of 2 or more employees by a representative of a recognised trade union or other appropriate workplace representative
- 3.3. These are covered by separate policies and procedures.

4. ROLES AND RESPONSIBILITIES

- 4.1. Being internal matters, grievances may involve a number of people in the Academy. There is an emphasis on dealing informally with grievances, and so it is not practicable to prescribe specific roles. However, the following guidelines may be useful.
- 4.2. **The Line Manager**

Provided they are not the subject of the grievance, the Line Manager will be the first point of contact for the employee raising a grievance. If the grievance is about the employee's Line Manager, the employee will raise the grievance with their Line Manager's Manager.



4.3. **The Principal or a Senior Leader**

Provided they are not the subject of the grievance, the Principal or a member of the Senior Leadership Team (SLT) will consider the grievance at the formal stage (see 5.3).

4.4. **Chair of Governors**

Where the Principal is the subject of the grievance, the Chair of Governors will be responsible for appointing an appropriate Governor who has not been directly involved in the grievance to oversee the procedure at the formal stage.

4.5. **Investigating Officer**

At the formal stage, the Principal (or appointed Governor if the Principal is the subject of the grievance) will appoint an investigating officer to collect and present the facts of the grievance in an investigation report. The investigating officer will be someone who has not been directly involved in the grievance.

4.6. **Grievance Panel**

The Principal (or appointed Governor if the Principal is the subject of the grievance) will appoint a grievance panel consisting of three people with no prior knowledge of the grievance. These people will be separate from the investigating officer and will be chaired by an independent individual.

4.7. **Other Members of Staff or Trade Union Staff**

A work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings may accompany the employee raising the grievance at a formal grievance meeting.

5. **GRIEVANCE PROCEDURES**

- 5.1. We are committed to dealing with grievances fairly and objectively. Employees will be protected from discrimination or victimisation after raising a work-related grievance.

5.2. **Informal Stage**

In the first instance, an employee will aim to resolve their grievance informally with their Line Manager. If the employee's concerns relate to their Line Manager, they should discuss the issue with the Line Manager's Manager.

It may be necessary for the employee who has raised a grievance to attend a meeting to discuss the concerns in more detail. However, this will be determined on a case-by case basis.

It's anticipated that a number of grievances will be resolved at this informal stage with no need to progress matters further. However, if the matter has not been resolved at the informal stage, it may then proceed to the formal stage of the procedure.

5.3. Formal Stage

If it is not possible to resolve the matter informally, employees should set out their grievance in writing to their Line Manager in accordance with the Staff Grievance Notification Form (available from the Academy templates - online). If the subject of the grievance is the Line Manager, the employee should submit the written grievance to an alternative, preferably Senior Manager.

Upon receipt of a grievance, the Principal (or appointed Governor if the Principal is the subject of the grievance) will appoint an investigating officer. This will be an independent individual with no prior knowledge of the grievance.

The Principal (or appointed Governor if the Principal is the subject of the grievance) will also appoint a grievance panel. This group of people will be separate from the investigating officer and will be chaired by an independent individual, with no prior knowledge of the complaint.

The panel may include Senior Managers/ Principal/Chair of Governors/Governors.

The investigating officer will undertake a grievance investigation and will make a recommendation.

The investigating officer, supported by HR colleagues, will also arrange a formal meeting (to be held in person, or over video conferencing if appropriate) within 10 working days after the grievance has been raised. At the meeting, the employee will be given the opportunity to explain their grievance and how they think it should be resolved, to the grievance panel.

Employees have a statutory right to be accompanied by a companion at a grievance meeting. The companion must be a work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings.

The employee must let the investigating officer know that they request to be accompanied. If the chosen companion will not be available on the initial date and time proposed for the formal meeting, the investigating officer must move the meeting to an alternative time proposed by the employee, provided that the alternative time is both reasonable and no more than 5 working days after the date originally proposed.

5.4. Deciding on Appropriate Action

The meeting will be adjourned and the grievance panel will reflect on it before coming to a decision.

This decision will be communicated to the employee in writing within 5 working days. It will set out the action that will be taken to resolve the grievance. It will also inform the employee that they can appeal if they are not satisfied with the outcome, and explain how to do this.

5.5. Appeals

If the employee is not satisfied with the outcome of the grievance they have the right to appeal the decision.

The employee should set out their grounds of appeal in writing as soon as possible and submit this to the Principal.

An appeal is not designed to re-hear the matter but to examine the grounds of appeal. The employee should therefore be specific about the grounds of the appeal.

However, a full re-hearing may be appropriate in exceptional circumstances.

The Principal (or appointed Governor if the Principal is the subject of the grievance) will appoint a grievance appeal panel consisting of three people. This will be a group of people independent from any previous stage of the grievance procedure, and the panel will be chaired by an independent individual or Governor with no prior knowledge of the grievance.

Appeals will be heard without unreasonable delay and in any event within 5 working days of the date of the appeal notice. The Principal (or appointed Governor if the Principal is the subject of the grievance) will tell the employees the time and place of the appeal meeting in advance (to be held in person, or over video conferencing if appropriate).

Employees have the same statutory right to be accompanied to the appeal meeting by a work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings.

The outcome of the appeal will be confirmed in writing to the employee within 5 working days. The decision of the appeal panel will be final.

6. RECORD KEEPING

- 6.1. Minutes will be kept for all meetings. Where possible, these will be confirmed as an accurate reflection of what was discussed during the meeting.
- 6.2. Records of all materials relating to the grievance process will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices, Data Protection (GDPR) Policy and records retention schedule.

7. MONITORING AND REVIEW ARRANGEMENTS

- 7.1. The Operations Manager/Principal will be responsible for monitoring the implementation and effectiveness of this policy. It will be reviewed at least annually by the Finance, Personnel, Audit and Risk Committee; or before at any time, if there is new relevant legislation or guidance.