



Grievance Policy

Policy Code:	HR3
Policy Start Date:	November 2012
Policy Review Date:	November 2015

Please read this policy in conjunction with the policies listed below:

- HR12 Staff Disciplinary Policy



Policy Status: Approved

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1 Procedure Statement

- 1.1 This procedure shall apply to all employees of The Priory Federation of Academies.
- 1.2 This policy identifies the procedure to follow to deal with a grievance raised by an employee of The Federation. The purpose of the policy is to deal with any grievances in a prompt and equitable manner.
- 1.3 The procedure aims to help to resolve individual grievances in a manner which is as fair and expeditious as possible. It is The Federation's policy to find a solution to individual grievances as early in the procedure as possible.

2 Responsibility and Implementation

- 2.1 It is the responsibility of all employees to adhere to this policy and, wherever possible, to resolve issues informally. The implementation of this policy on an operational level is the responsibility of the Human Resources Manager.

3 Procedure Details

3.1 Introduction

The procedure aims to help to resolve individual grievances (which can cover a wide range of issues including the allocation of work, your working conditions or environment, the way in which you have been managed or bullying and harassment) in a manner which is as fair and expeditious as possible. It is The Federation's policy to find a solution to individual grievances as early in the procedure as possible.

Employees who have a grievance or those against whom a grievance is raised have the right to be accompanied by a Trade Union representative or workplace colleague of their choice.

Any grievance raised will be fully investigated. Grievance claims which are made in a vexatious manner, with the individual wilfully misleading The Federation, will not be tolerated. In such a case The Federation may take action under The Disciplinary Procedure against any employee who raises such a grievance. If an individual raises a grievance while being taken through a disciplinary process, this does not automatically result in the disciplinary process being halted. An assessment will be made on a case by case basis as to the appropriateness of any action.

In the interest of ensuring that grievances are resolved as speedily as possible, time limits are given for appropriate stages in this procedure.



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These are for guidance. If it is not practicable to adhere to these time limits, they may be amended, ideally by mutual agreement. Due regard will be given to the personal circumstances of all parties involved in the procedure.

At any stage, and with the agreement of both parties, confidential mediation may take place, facilitated by an independent person, in an attempt to resolve the issues.

3.2 Stage 1 – Informal Procedure

If an employee has a grievance relating to his/her employment, the matter should be raised initially with the employee's manager. The grievance should be raised verbally in the first instance. If the grievance is against the immediate direct line manager, then the person to whom the grievance should be sent should be senior to the line manager. If the grievance is against the Headteacher or another member of the Senior Management Team, it should be sent to the Clerk to the Trustees via the Human Resources Manager, and will be heard by a Trustee.

The manager will take appropriate steps to resolve the grievance as quickly as possible on an informal basis. He/she shall enquire into the grievance and will discuss it with the employee. A written record of the discussion and the outcome will be provided within ten working days after the complaint is received. It is anticipated that most grievances will be resolved at this stage.

If the matter is very serious, or in other circumstances where the employee does not wish to raise the matter informally, the employee may proceed straight to the formal stage of the procedure.

3.3 Stage 2 – Formal Procedure

If the employee feels that the matter has not been resolved through informal discussion, or in the event that he/she considers the matter to be very serious, or in other circumstances where the employee does not wish to raise the matter informally, the employee may proceed straight to the formal stage of the procedure. The grievance should be put in writing.

The grievance should provide full details of the complaint and should be addressed to the Human Resources Manager.

The Human Resources Manager will then appoint an appropriate manager as an investigating officer. The Federation will, as soon as possible, ideally within ten working days of receipt of the written grievance, arrange a grievance meeting.



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The employee may be accompanied at the meeting by a Trade Union representative or work colleague.

If the grievance involves another employee, The Federation may require the attendance of that employee or any other employees who may be able to provide relevant information. In the case of another employee having a grievance raised against them, they will be provided with a summary of details of the complaint.

At the meeting the employee or his/her representative will be given the opportunity to explain the nature of the grievance, submit verbal/written evidence and call appropriate witnesses.

The manager hearing the grievance will consider all of the matters raised at the meeting and undertake all reasonable investigations into the grievance, including meeting with all relevant individuals. The manager's decision will be communicated in writing to the employee as soon as reasonably practicable following the meeting; ideally within ten working days. If it is not possible for a decision to be reached within this period, the manager will write to the employee with an explanation for the delay and when the written decision can be expected. The letter to the employee will outline, where appropriate, what action The Federation intends to take to resolve the grievance, and will also inform him / her of the right to appeal. Where the decision is to not uphold the grievance, the manager will explain the reasons for this in the letter.

3.4 Stage 3 – Appeal

If the grievance is not resolved to the satisfaction of the employee at Stage 2, he or she may appeal. Any such appeal must be submitted in writing, setting out the full grounds for the appeal, and sent to the Human Resources Manager within ten working days of receipt of the decision reached at Stage 2.

The Federation will, as soon as possible and in any event, within ten working days of receipt of the written appeal, invite the employee to an appeal meeting, which will be chaired by an appropriate senior manager, who has not been involved in the grievance process in question so far and who is senior to the manager who heard the original grievance. If a Trustee has heard the Stage 2 grievance, another Trustee will be appointed to hear the Stage 3 Appeal. The employee will be entitled to be accompanied at the appeal meeting by a Trade Union representative or work colleague.

The senior manager will consider the appeal and may be supplied with all of the documentation submitted in relation to the earlier stages of



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the procedure. If the grievance involves another employee, the senior manager may require the attendance of that employee at the appeal meeting, or any other employees who may be able to provide relevant information.

The appeal decision will be provided in writing within ten working days of the appeal meeting. Such a decision will be final.

3.5 Procedure for people who have left employment

Wherever possible a complaint should be dealt with before an employee leaves employment. However, an employee who has left employment and wishes to raise a grievance should write to The Human Resources Manager, setting out their complaint as soon as possible after leaving employment, preferably within two weeks.

The Human Resources Manager will respond in writing to the employee. The response letter will be sent without unreasonable delay.

3.6 Records

All grievances will be dealt with in the strictest confidence and at all stages of this procedure accurate records will be kept. Full details will be retained securely. This information will be retained separately from an individual's personnel file.

4 Procedures

This procedure may only be amended or withdrawn by The Priory Federation of Academies Trust.



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The Priory Federation of Academies Trust Grievance Procedure Policy

This Policy has been approved by the Priory Federation of Academies Pay, Performance and HR Committee:

Signed..... Name..... Date:

Trustee

Signed..... Name..... Date:

Chief Executive Officer

Signed..... Name..... Date:

Designated Member of Staff

Please note that a signed copy of this agreement is available via Human Resources.