

Grievance Policy

Policy Code:	HR3
Policy Start Date:	September 2017
Policy Review Date:	September 2020

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

- HR12 Staff Disciplinary Policy

1 Policy Statement

- 1.1 This procedure shall apply to all employees of The Priory Federation of Academies Trust (The Trust).
- 1.2 This policy identifies the procedure to follow in response to a grievance raised by an employee of The Trust. 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 Trust's policy to find a solution to individual grievances as early in the procedure as possible.

2 Responsibility and Implementation

- 2.1 The Pay, Performance and HR Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. This committee delegates day-to-day responsibility for operating the policy and ensuring its maintenance and review to the Head of Human Resources.
- 2.2 Leaders and Managers have a specific responsibility to ensure the fair application of this policy and all employee are responsible for supporting colleagues and ensuring its success.
- 2.3 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 Head of Human Resources.

3. Aims

- 3.1 The procedure aims to help to resolve individual grievances in a matter which is as fair and expeditious as possible. It is the Trust's policy to find a solution to individual grievances as early in the procedure as possible.
- 3.2 Issues that could cause grievances may include:
 - (a) terms and conditions of employment;
 - (b) health and safety;
 - (c) work relations;
 - (d) bullying and harassment;

- (e) new working practices;
- (f) working environment;
- (g) organisational change;
- (h) allocation of work;
- (i) the way in which an employee has been managed; and
- (j) discrimination.

4. Using This Procedure

- 4.1 This procedure should not be used to complain about dismissal or disciplinary action. If an employee is dissatisfied with any disciplinary action, they should submit an appeal under the appropriate procedure.
- 4.2 This procedure does not apply to grievances concerning two or more employees (collective grievances) raised by a representative of any recognised Trade Union. These will be dealt with as appropriate to the facts of the case.
- 4.3 Any employee who has any difficulty at any stage of this procedure because of a disability or because English is not their first language should discuss the situation with the Head of Human Resources.
- 4.4 In the interest of ensuring that grievances are resolved as speedily as possible, time limits are given for appropriate stages in this procedure. 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.
- 4.6 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.
- 4.7 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.

5. Informal Process

- 5.1 The Trust believes that most grievances can be resolved quickly and informally through discussion with the employee's manager. If the employee feels unable to speak to their manager, for instance if their complaint concerns their manager, they should speak informally with the Head of Human Resources. If this does not resolve the employee's issue, they should follow the formal procedure below.

6. Formal Written Grievance

- 6.1 If the employee's grievance cannot be resolved informally, they should put their concerns in writing and send it to the Head of Human Resources indicating that it is a formal grievance. If the employee's grievance concerns the Head of Human Resources. This should be sent to a member of the Senior Management Team.
- 6.2 The written grievance should contain a brief description of the nature of the employee's complaint, including any relevant facts, dates and names of individuals involved. In some situations the Trust may ask the employee to provide further information.

7. Investigations

- 7.1 It may be necessary for the Trust to carry out an investigation into an employee's grievance. If the Trust considers it necessary that an investigation is required, the Head of Human Resources will appoint an investigating officer. This will be as soon as possible and ideally within 10 working days of receipt of the grievance.
- 7.2 The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. Any investigation may involve interviewing and taking statements from the employee who raised the grievance and any witness, and may involve reviewing relevant documents.
- 7.3 The employee who raised the grievance must co-operate fully and promptly in the investigation. This may include providing the Trust with the names of any relevant witnesses, disclosing any relevant documents and attending interviews as part of the investigation.
- 7.4 The Trust may initiate an investigation before holding a grievance meeting where it considers this appropriate. In other cases the Trust may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, the Trust will hold a further grievance meeting with the employee after the investigation and before reaching a decision.

8. Right to be accompanied

- 8.1 The employee who has raised the grievance may bring a companion to a grievance meeting or appeal meeting held under this procedure. The right to be accompanied is only applicable if the grievance is relating to the performance of a duty by the employer to the worker, for example this would cover bullying and harassment but would not cover a grievance about the employees level of pay. The companion may be either a trade union representative or a colleague. The employee must tell the Head of Human Resources who their chosen companion is, in good time before the meeting.
- 8.2 At the meeting the companion may make representations and ask questions but they may not answer any questions on the employee's behalf. The employee may talk privately at any time with their companion during the meeting/or during an adjournment.
- 8.3 Acting as a companion is voluntary and no staff member is under an obligation to do so. If a member of staff agrees to act as a companion, they will be allowed reasonable time off from their duties without any loss of pay to act as a companion.
- 8.4 If an employee's chosen companion is unavailable for the scheduled meeting and will not be available for more than five working days afterwards, the Trust may ask the employee to choose someone else as a companion.

9. Grievance Meetings

- 9.1 The Trust will arrange a grievance meeting as soon as possible, normally within 10 working days of receiving a written grievance.
- 9.2 The employee and their companion should make every effort to attend the grievance meeting. If the employee or their companion cannot attend at the time specified, the employee must inform the Head of Human Resources who will try, within reason, to agree an alternative time.
- 9.3 The purpose of the grievance meeting is to enable the employee to explain their grievance, how they think it should be resolved and to assist the Trust in reaching a decision based on the available evidence and the representations of the employee.

- 9.4 If the grievance involves another employee, The Trust 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.
- 9.5 After an initial grievance meeting, the Trust may carry out further investigations and hold further grievance meetings as it considers appropriate. Such meetings will be arranged without unreasonable delay.
- 9.6 The manager's decision will be communicated in writing to the employee as soon as reasonably practicable following the meeting, ideally within 10 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 Trust intends to take to resolve the grievance, and will also inform them of the right to appeal. Where the decision is not to uphold the grievance, the manager will explain the reasons for this in the letter.

10. Appeal

- 10.1 If the grievance is not resolved to the satisfaction of the employee, they may appeal in writing to the Clerk to Trustees, stating the full grounds for their appeal, within 10 working days of the decision being sent to the employee.
- 10.2 If the grievance concerns the Clerk to Trustees, this should be sent to a member of the Senior Management Team.
- 10.3 The Trust will hold an appeal meeting, as soon as possible and in any event within 10 working days. The appeal meeting will be heard impartially by a more senior manager who has not been previously involved in the case (although they may ask someone previously involved to be present). All employees will have the right to bring a companion to this meeting.
- 10.4 The Trust will write to the employee within 10 working days confirming the outcome of the appeal meeting. This will be the end of the procedure and there is no further appeal.

11. Procedure after left employment

- 11.1 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 Head of Human Resources, setting out their complaint as soon as possible after leaving employment, preferably within two weeks. If the grievance concerns the Head of Human Resources, this should be sent to a member of the Senior Management Team.

- 11.2 The Head of Human Resources will respond in writing to the employee. The response letter will be sent without unreasonable delay.

12. Misuse of Policy

- 12.1 Any employee who raises a genuine grievance will suffer no detriment as a result of them raising the grievance, regardless of the outcome of the grievance.

- 12.2 However, grievance claims which are made in a vexatious manner, with the individual wilfully misleading The Trust, will not be tolerated. In such a case, The Trust may take action under its Disciplinary Policy against any employee who raises such a grievance.

13. Policy Change

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

Policy Document
Grievance Policy

Human Resources

Policy Status:
Approved
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The Priory Federation of Academies Trust Grievance Policy

This Policy has been approved by the Priory Federation of Academies Trust's 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.