



Omega Multi-Academy Trust

Grievance Policy


This policy uses The School Bus model and takes due consideration of all policies that transferred across to the Omega Multi-Academy Trust on conversion and in consultation with the Joint Consultative and Negotiation Committee.

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Signed by:



CEO Date: 04/10/2022



Chair of Trustees Date: 04/10/2022

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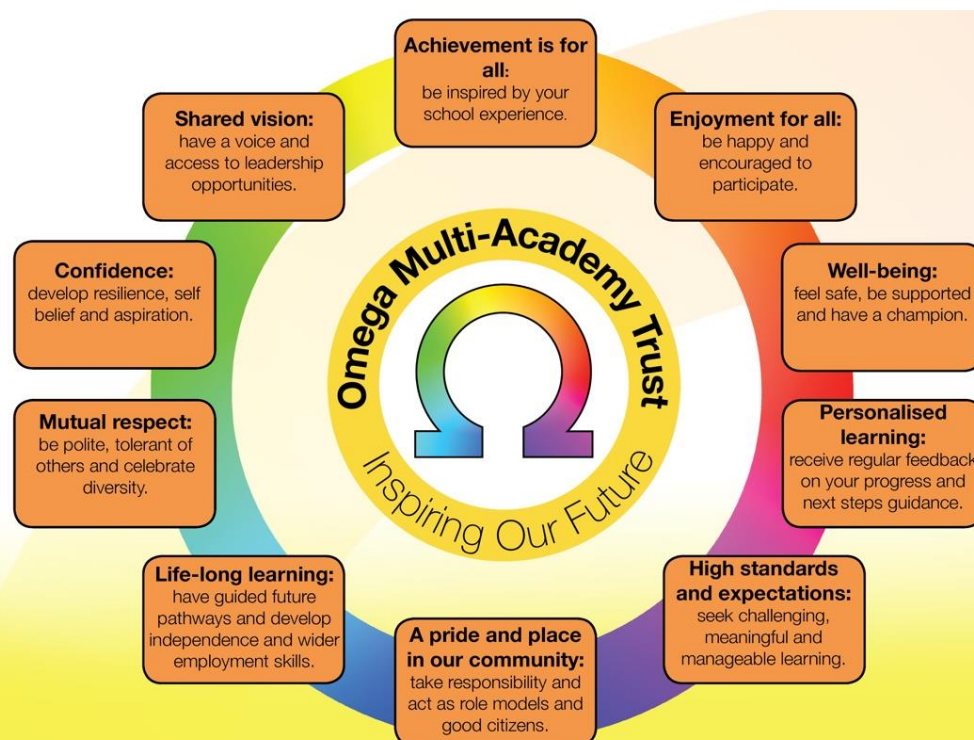
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Omega Multi-Academy Trust Mission Statement

The Omega learning community provides excellent teaching and learning with passion and purpose, based on core values, understood by all. Working in a warm and welcoming, yet purposeful environment, our mission is for everyone to be happy and inspired by their school experience. We empower students to harness their own creativity, to raise their aspirations and to achieve their potential. Working together, they gain confidence and pride to take their place in our community.



Rationale

Omega Values	How this policy addresses these values
Achievement is for all: be inspired by your school experience.	It recognises that the trust strives to achieve good professional relationships, however, where conflict arises it should be addressed through open communication leading to effective solutions for all.
Enjoyment for all: be happy and encouraged to participate	Through open and honest dialogue employees should feel able to raise any grievances, where necessary, so that appropriate and effective solutions can be put in place.
Well-being: feel safe, be supported and have a champion	It provides a platform for grievances to be processed and handled fairly and consistently so that all employees feel safe and supported.
Personalised learning: receive regular feedback on your progress and next-steps guidance	Seek to ensure that grievances are resolved as quickly as possible to ensure minimal stress for the complainant and any other parties.
High standards and expectations: seek challenging, meaningful and manageable learning.	It promotes a positive working environment of high standards and expectations, but does not shy away from providing individuals with a clear framework for raising a grievance, should one arise.
Pride and place in our community: take responsibility and act as role models and good citizens.	Omega Multi-Academy Trust hopes that grievances can be resolved informally in the first instance. Where this doesn't happen, this policy provides a clear framework for addressing issues in a professional manner.
Life-long learning: have guided future pathways and develop independence and wider employment skills	It recognises that open dialogue and supportive communication are encouraged, leading to effective processes for learning and improvement.
Mutual respect: be polite, tolerant of others and celebrate diversity.	It provides a process which supports Omega MAT to constructively resolve grievances in a way that avoids damaging professional relationships.
Confidence: develop resilience, self-belief and aspiration.	Provide reassurance and confidence that where a grievance is raised it will be investigated without bias and through listening to all sides of the grievance to uncover the truth.
Shared vision: have a voice and access to leadership opportunities.	By implementing and following this policy the trust aims to encourage a harmonious working environment.

Statement of Intent

The Omega Multi-Academy Trust (“the trust”) Values, support good professional working relationships between colleagues; however, we understand that sometimes conflicts may arise. Conflict resolution, wherever possible, will be at an informal level at the first instance.

Through maintaining open communication, the trust wants its employees to feel able to raise any grievances, where necessary, so that appropriate and effective solutions can be put in place.

This policy should be used for work-related issues such as concerns over working environments or behaviour of a colleague. Grievances relating to discrimination are also covered within this policy.

By implementing and following the procedures in this policy, the trust aims to:

- Provide a platform for grievances to be processed and handled fairly and consistently.
- Constructively resolve grievances in a way that avoids damaging professional relationships.
- Enable any employee to have their grievances heard and addressed.
- Encourage a harmonious working environment.

1.0 Legal Framework

- 1.1 This policy has due regard to all relevant legislation including, but not limited to, the following:
- The Employment Rights Act 1996
 - The Data Protection Act 2018
 - The General Data Protection Regulation (as retained in UK law as the “UK GDPR”)
 - The Equality Act 2010
- 1.2 This policy has due regard to guidance including, but not limited to, the following:
- ACAS ‘Code of practice on disciplinary and grievance procedures’
- 1.3 This policy operates in conjunction with the following trust policies:
- Staff Code of Conduct
 - Whistleblowing Policy
 - Equal Opportunities and Dignity at Work Policy
 - Disciplinary Policy and Procedure

2.0 Roles and Responsibilities

For the purposes of this policy, where the Headteacher, Chair of Governing Body and Governing Body are allocated roles of responsibility, if the grievance raised is from central office employees the responsibility will be assumed by the CEO, Chair Trustees and the Trust Board.

- 2.1 The Trust Board is responsible for:
- 2.1.1 Ensuring the effectiveness of this policy by monitoring and reviewing it annually.
 - 2.1.2 Ensuring an equality impact assessment will be undertaken to ensure that no groups or individuals with protected characteristic are unintentionally disadvantaged by the policy or practice
 - 2.1.3 Assuming the Chief Executive’s responsibilities, where a grievance is in relation to the Chief Executive.
 - 2.1.4 Ensuring no member of staff is discriminated against, in accordance with the Equality Act 2010.
 - 2.1.5 Handling any incidents of malicious grievance reporting, or any disciplinary actions as appropriate.
- 2.2 The Governing Body is responsible for:
- 2.2.1 Assuming the Headteacher responsibilities, where a grievance is in relation to the Headteacher.

- 2.2.2 Forming an appeal panel, where necessary.
- 2.2.3 Determining the outcome of a grievance appeal.
- 2.2.4 Handling any incidents of malicious grievance reporting, as appropriate.
- 2.2.5 Handling any disciplinary actions following a grievance being raised, as appropriate.

2.3 The Headteacher is responsible for:

- 2.3.1 The day-to-day implementation of this policy.
- 2.3.2 Ensuring that all members of staff read and understand the provisions in this policy.
- 2.3.4 Handling any grievances that are brought to their attention.
- 2.3.4 Overseeing any grievances raised by employees.
- 2.3.5 Appointing a Grievance Officer, who assists them in handling any grievances. (*The Grievance Officer will normally be the Headteacher*).
- 2.3.6 Appointing an Investigation Officer who is a suitably trained member of senior staff.
- 2.3.7 Working with the Grievance Officer (if the Grievance Officer is not themselves) to resolve any grievances as appropriate.
- 2.3.8 Assessing information during grievance meetings and investigations and assisting the Grievance Officer in determining the best course of action.
- 2.3.9 Writing and delivering grievance outcome letters within 5 working days.

2.4 Line Managers are responsible for:

- 2.4.1 Monitoring the working environments of colleagues to identify any conflicts.
- 2.4.2 Promoting positive working environments.
- 2.4.3 Managing the informal stages of the grievance procedure, if appropriate.
- 2.4.4 Working with the Grievance Officer and/or Headteacher to investigate any grievances within their areas of responsibility/department.

2.5 The Grievance Officer is responsible for:

- 2.5.1 Resolving employees' formal grievances promptly.
- 2.5.2 Assisting with the grievance investigation.
- 2.5.3 Presenting information at grievance meetings and during any appeal hearings.
- 2.5.4 Making any reasonable adjustments to ensure employees are able to attend meetings.
- 2.5.5 Remaining unbiased and listening to all sides of the grievance to uncover the truth.

- 2.5.6 Being a witness at appeal hearings.
- 2.5.7 Determining what the grievance outcome will be. Where the Grievance Officer is not the Headteacher, the Grievance Officer must make recommendations but the Headteacher will decide the outcome – unless the grievance goes to an appeal, in which case the Governing Body is responsible.

2.6 The Investigation Officer is responsible for:

- 2.6.1 Investigating the facts of a grievance, as directed by the Grievance Officer and/or Headteacher.
- 2.6.2 Produce a report with recommendations to be given to the Grievance Officer and/or Headteacher.
- 2.6.3 Provide evidence at grievance meetings.
- 2.6.4 Standing as a witness during any appeal hearings.

2.7 Employees are responsible for:

- 2.7.1 Raising grievances without unreasonable delay.
- 2.7.2 Submitting formal grievances in writing to the Grievance Officer within 4 months, using the Employee Grievance Form (see appendix 1).
- 2.7.3 Ensuring any grievances that they raise are truthful and fair.

3. Scope

- 3.1 This procedure applies to all trust employees.
- 3.2 A grievance can be raised under a number of different topics as detailed in section 4.3. All relevant grievances will be considered under this procedure.
- 3.3 This policy does not apply in the following circumstances:
 - 3.3.1 Where an employee is subject to formal disciplinary action or action under the trust's Capability, Disciplinary and/or Attendance Management procedures - any grievance raised, relating to the circumstances of the case will not be considered under this Grievance Procedure. These issues will be considered as part of the response from the employee under the procedure being followed at the time. Where the complaint is not related e.g. a dignity at work matter, this will be considered separately under the relevant procedure.
 - 3.3.2 Where issues arise over matters outside the control of the trust, e.g. taxation, National Insurance and pension matters.
 - 3.3.3 Where the complaint relates to an established policy or procedural issue.

- 3.4 The trust reserves the right to deem that a written response is appropriate for these instances.
- 3.5 Where an employee pursues a grievance in good faith, which is not upheld following an investigation, no action will be taken. If, however, an employee pursues a grievance that is shown to be for malicious or vexatious motives, disciplinary action may be taken.

4. When to Raise a Grievance

- 4.1 The trust hopes that grievances can be resolved informally in the first instance.
- 4.2 With any grievance raised, the recipient member of staff should make formal notes including dates, times and as much detail as possible.
- 4.3 Grievances can be raised when employees have concerns with the following (this list is not exhaustive):
 - 4.3.1 Terms and conditions of their employment
 - 4.3.2 Health and safety at work
 - 4.3.3 Work relationships
 - 4.3.4 Bullying or harassment
 - 4.3.5 Working practices
 - 4.3.6 Organisational changes
 - 4.3.7 Discrimination
- 4.4 Staff should be aware of the difference between this policy and the trusts Whistleblowing Policy and will ensure that they report concerns and grievances appropriately. Staff are encouraged to speak to HR for further advice if they are unsure.
- 4.5 This policy does not apply to:
 - 4.5.1 Personal disagreements between employees that are not connected with their duties within the trust.
 - 4.5.2 Restarting grievances that have since been closed, unless the facts of the matter have changed.
 - 4.5.3 Pay gradings – these are addressed by the pay policy.
- 4.6 If employees are raising a concern regarding the safeguarding of children or vulnerable adults, the Designated Safeguarding Lead (“DSL”) will be informed immediately and no further actions will be taken in line with this policy until the DSL has investigated.
- 4.7 The trust will seek to ensure that grievances (individual and collective) are resolved as quickly as possible and as close to the source as possible to ensure minimal stress for the complainant and any other parties. Line managers have a responsibility to respond positively to any complaints.

- 4.8 Employees are recommended to keep a written record of any incidents relating to their grievance and provide as much detail as possible when raising their grievance.
- 4.9 Where reference is made throughout this procedure to the employee's immediate line manager, if, dependent on the individual circumstances and structure of the service area it is not suitable to involve them, it may mean that the involvement of a more senior manager may be more appropriate.

5. How to Raise a Grievance

- 5.1 Employees will raise their initial grievances with their line manager by writing a letter outlining their grievance. The line manager will conduct an informal meeting with the employee raising the grievance, after seeking guidance from the HR Department.
- 5.2 If the grievance is in relation to their line manager, the employee will raise the grievance with a senior leader within their work setting.
- 5.3 Initial grievances should be raised within 3 months of the incident that lead to the grievance.
- 5.4 In exceptional circumstances and where an employee may have been prevented from submitting their grievance within the time limit, grievances may be accepted after the time limit has expired; each application to do so will be determined on merits.

6. Initial Handling of a Grievance

- 6.1 Employees will have the right to be accompanied at all stages of a formal procedure and may choose to bring a companion to the informal stages.
- 6.2 The employee's companion will be either a:
 - 6.2.1 Colleague
 - 6.2.2 Trade Union Official
 - 6.2.3 Accredited Trade Union Official
- 6.3 Companions will not:
 - 6.3.1 Answer questions on the employee's behalf.
 - 6.3.2 Address the hearing if the employee does not want them to.
 - 6.3.3 Pose a conflict of interest to the grievance being raised.
 - 6.3.4 Prevent the employee from explaining their case.

The informal stage

- 6.4 Informal action can resolve complaints quickly and help to maintain a positive working environment. For this reason, the trust is committed to resolving issues in an informal manner wherever possible and employees are encouraged to use this route in the first instance.
- 6.5 Employees will first submit their grievances to their line managers so that the grievance can go through the informal stage. Where the grievance is against the line manager, grievances should be submitted to a senior leader within their workplace.
- 6.6 Line managers/senior leader will inform the Headteacher and the HR Department that an informal grievance has been made; however, the identities of those involved will not be provided at this stage.
- 6.7 The purpose of the informal stage is to resolve the issue in an open, honest and positive manner, to avoid formal escalation.
- 6.8 The informal meeting will take place within 10 working days of the grievance being raised.
- 6.9 The line manager/senior leader will arrange a time for the informal meeting – the employee will be informed of this in writing.
- 6.10 If the employee is unable to attend, the line manager/senior leader will arrange another suitable time.
- 6.11 In the informal meeting, the employee's line manager/senior leader will hold a meeting with the employee and determine:
 - 6.11.1 What the employee is concerned about.
 - 6.11.2 What outcome the employee is seeking.
 - 6.11.3 Whether further meetings and escalation to the formal stage are required.
- 6.12 The line manager/senior leader will keep notes during the informal meeting and the employee will be provided with a copy of these immediately.
- 6.13 At the end of the informal meeting, the line manager/senior leader will agree what action will be taken to achieve the appropriate outcome and by when, e.g. escalation to the formal stage. The line manager/senior leader will provide the employee with a written outcome letter within 5 working days of the meeting.
- 6.14 If the grievance relates to another employee, that employee will be informed in writing within 5 days and the line manager will hold a meeting with them to explain.

- 6.15 Information about the grievance will be treated as confidential, and shared only with those who can assist in the grievance's resolution.
- 6.16 If the working relationship between the employees for which the grievance is concerned is breaking down, the line manager/senior leader will consider whether seeking assistance from the Headteacher or a Grievance Officer is appropriate.
- 6.17 If a resolution cannot be found during the informal stage, the employee raising the grievance may be advised to escalate the matter to a formal grievance – employees will complete the Employee Grievance Form (Appendix 1) to do this.

Grievance hearing – formal stage

- 6.18 The employee should also write a statement of the grievance to accompany the Employee Grievance Form, which will include:
- A brief description of the events that lead to the grievance, including names and dates.
 - An account of how the events made the employee feel.
 - What actions the employee has taken to resolve the grievance.
 - What outcomes the employee is hoping for.
- 6.19 Once a formal grievance has been received, the line manager/senior leader should write to the employee within 5 working days to confirm receipt. They should give the form and statement to the Headteacher.
- 6.20 Formal grievances must be made within 3 months of failure to reach a satisfactory informal resolution or within 3 months of the concern being identified (where this could not be raised informally). This will only be extended in exceptional circumstances on a case by case basis.
- 6.21 Where a grievance is raised by more than one employee, a collective grievance must be submitted (see section 10).
- 6.23 Employees will be advised to keep a copy of their Employee Grievance Forms and written statements.
- 6.24 Once the Headteacher receives the Employee Grievance Form and written statement, they will, in liaison with the Grievance Officer (if this is different to themselves), invite the employee to a formal meeting within 10 working days and the employee should have 5 working days' notice of the hearing.
- 6.25 If the employee or their companion is unable to attend the scheduled meeting, a suitable alternative date will be arranged.
- 6.26 If the employee is persistently unable or unwilling to attend the meeting without good reason, the Grievance Officer and a senior leader will make a decision based on the evidence available.

- 6.27 The Grievance Officer will lead the meeting and they will ensure that the employee has an opportunity to explain their grievance.
- 6.28 The Grievance Officer and employee will attempt to resolve the grievance at this meeting, so long as no investigations are required, e.g. no fact checking is required. Possible outcomes may be;

The Grievance Officer moves the matter back to the informal stage – the Grievance Officer hearing the matter will notify the employee and line manager/senior leader of the outcome in writing within 5 working days of the meeting. The line manager/senior leader will keep notes of the meeting and outcome.

The Grievance Officer delivers the outcome of the grievance – to uphold, reject or propose a different outcome. The Grievance Officer hearing the matter will notify the employee of the outcome in writing, within 5 working days of the meeting. The Grievance Officer will keep notes of the meeting and outcome.

The Grievance Officer initiates an investigation – after hearing the full nature of the grievance, the line manager/senior leader may decide that it needs to be investigated. They will inform the employee of this in writing, within 5 working days of the initial meeting and arrange for an Investigation Officer not connected with the case to carry out an investigation. Where that matter is a formal dignity at work complaint, there should always be an investigation. The Investigation Officer will investigate the matter, produce a written report detailing a resolution and deliver this to the leader hearing the grievance.

- 6.29 Notes will be taken during the formal stage meeting – these notes will be kept confidential and safe.

- 6.30 An electronic copy of the minutes will be shared with the employee.

7. The Grievance Investigation

- 7.1 Following the initial formal meeting, the Grievance Officer having heard the grievance may decide that a full investigation is needed.

- 7.2 For full investigations, the Grievance Officer will:

- 7.2.1 Appoint a suitably independent and senior member of staff to be the Investigation Officer within 5 working days.
- 7.2.2 Assist the Investigation Officer as far as they can without interfering with the investigation.

- 7.3 Any investigations will be conducted in a professional, timely and non-intrusive manner.
- 7.4 Investigations may involve interviews with line managers and email searches.
- 7.5 During full investigations, the Investigation Officer will:
 - 7.5.1 Aim to conclude their investigations within 15 working days.
 - 7.5.2 Interview the employee concerned, plus other employees whose information may have a bearing on the case.
 - 7.5.3 Present their findings (investigation report) in writing to the Grievance Officer – who will provide a copy to all employees involved.
- 7.6 The Investigation Officer will not be responsible for determining the outcome of the grievance – this responsibility will lie with the Grievance Officer.

8. Grievance Outcomes

- 8.1 Once the investigation report has been received, the Grievance Officer will call a grievance meeting to which the employees concerned, and their companions, will be invited.
- 8.2 At this meeting, employees will be given an opportunity to answer any questions that arose from the investigation.
- 8.3 At the grievance meeting, the Grievance Officer may decide to invite witnesses, e.g. the Investigation Officer, to answer questions. The Grievance Officer and the employees concerned will be permitted to ask witnesses questions.
- 8.4 Employees will also be permitted to invite witnesses to this meeting.
- 8.5 Once all the information has been presented, the Grievance Officer will adjourn the meeting to make their decision.
- 8.6 The Grievance Officer will consider each side of the grievance and make a decision – this will be recorded in the outcome letter.
- 8.7 The outcomes possible following a grievance are as follows:
 - 8.7.1 The grievance is upheld in full.
 - 8.7.2 The grievance is rejected in full.
 - 8.7.3 The grievance is partially upheld, e.g. there is validity to some of the grievance.
 - 8.7.4 Mediation is offered if in agreement with all parties.
- 8.8 A 'partially upheld' outcome will not be used as an outcome when a decision cannot be reached.

- 8.9 Sometimes, mediation will be used as an outcome. This will involve all parties collaborating to find an acceptable outcome.
- 8.10 The Grievance Officer will write an outcome letter within 5 working days and provide a copy of this to the employee. The letter will include information on:
- 8.10.1 The chosen outcome.
 - 8.10.2 The reasons for the decision.
 - 8.10.3 Any facts that the Grievance Officer has ascertained in coming to their decision.
 - 8.10.4 Any recommendations or agreed actions to take.
 - 8.10.5 The employee's right to appeal the decision.
- 8.11 Where a grievance is raised by an employee during a disciplinary process, the disciplinary process may be temporarily suspended to deal with the grievance. Where the grievance and disciplinary cases are related, they can be dealt with concurrently.

9. Appeals

- 9.1 Where employees wish to appeal the outcome of a grievance, they are entitled to do so within 10 working days of receiving the outcome letter.
- 9.2 To raise an appeal, employees will complete the Grievance Appeal Form (see Appendix 2) and explain why they are dissatisfied with the outcome – this form will be given to the HR department.
- 9.3 The HR Department will:
- 9.3.1 Acknowledge receiving the form within 5 working days.
 - 9.3.2 Arrange an appeal meeting within 10 working days.
 - 9.3.3 Invite the Grievance Officer and Investigation Officer to the meeting.
- 9.4 The Governing Body will form an Appeal Panel comprising 3 Governors.
- 9.5 The Appeal Panel will decide which Governor will be the chairperson and who will take notes.
- 9.6 The Appeal Panel will review the paperwork and interview any relevant witnesses before making their decision.
- 9.7 The employee will:
- 9.7.1 Be given the opportunity to explain their case at the meeting.
 - 9.7.2 Be permitted to bring a companion (see section 6.2).
 - 9.7.3 Not introduce new grounds for raising their concern.

- 9.8 When the panel have heard all the information, including the rationale for the original judgement, they will make a decision on the outcome.
- 9.9 The outcome decision will be provided to the employee in a written letter within 5 working days of the appeal meeting.
- 9.10 The Appeal Panel's decision will be final.

10. Collective Grievances

- 10.1 Where a grievance is made by more than one employee, the nature of the grievance and the desired resolution are the same, the grievance will be treated as a collective grievance. The group of employees should formally lodge their grievance in writing by completing the Employee Grievance Form. Only one form should be submitted but must be signed by all employees.
- 10.2 The principles of this policy will also apply to collective grievances, although where a grievance is raised concerning terms and conditions of employment, the resolution mechanisms may be varied to involve appropriate levels of management, dependent upon the groups of employees raising the grievance. The trust will determine the appropriate mechanism to be followed in each case.
- 10.3 In exceptional circumstances, failure to resolve a collective grievance may be referred to ACAS for conciliation and possible arbitration. Involvement of ACAS is optional and must be subject to agreement from both the trust and the Trade Unions. Trade Union Representatives are advised to inform their Regional Officer that it is their intention to seek either conciliation or arbitration.

11. Timescales for Formal Resolution

- 11.1 It is recognised that a formal grievance can be very disruptive to all parties and therefore it is essential that resolution be achieved as quickly as is reasonably possible.
- 11.2 Every effort will be made to adhere to the time limits mentioned in this procedure. However, it is also recognised that there are differences in complexity and evidence gathering and that there is a balancing act between the need for speed and the need to allow adequate time for a thorough process. The trust retains the right to be flexible according to the availability of relevant information and parties and any particular circumstances surrounding issues under consideration.
- 11.3 A failure to receive a reply within the stated time limits, or to have not been informed of the need to extend the time limits in the particular circumstances, will entitle the employee to progress the grievance to the next stage of the procedure.

12. Post Grievance Support

12.1 It is recognised that raising a formal grievance, may be a difficult time for any employees involved and it is important that employees are supported. Following the conclusion of a grievance, line managers may need to take positive action to facilitate a return to a positive and productive working environment. The following suggestions may assist in this process:

12.1.1 **Phased Return** - If the complainant of any of the parties involved in the complaint have been away from their normal work environment, then ideally, a return should be phased to assist successful re-integration.

12.1.2 **Ice Breaking** - It may be useful to organise an informal meeting with colleagues to break the ice.

12.1.3 **Counselling** - It may be necessary to organise counselling for any of the parties to allow them to come to terms with their situation and determine how they want to progress.

12.1.4 **Mediation** - if this has not already been part of the process.

12.1.5 **Training** - assertiveness, confidence-building, interpersonal skills and awareness training may be appropriate.

12.1.6 **Team Building** - exercises may be an effective way forward. It may be appropriate, if any of the parties are away from the working environment, to meet with the team prior to their return to pave the way and reduce negative speculation.

13. Follow Up

13.1 Where the grievance is upheld, it is important to check that inappropriate behaviour has stopped and that there has been no subsequent victimisation or occurrence. This should be done as part of a line managers normal duty of care, not as an extension of this procedure. The line manager of both the complainant and tender should agree a date to meet to review the situation and determine whether any further action is necessary. If the line manager of both parties is one and the same, both parties should be met with independently of each other.

14. Withdrawing a Grievance

14.1 An employee has the right to withdraw the grievance at any stage of the procedure.

14.2 Whilst in the majority of cases the trust will respect the rights of the employee to withdraw the grievance, there may be instances where the concern impacts on duty of care towards others and in certain circumstances, the trust may, independently of the grievance, decide to investigate and take action.

15. Representation

- 15.1 At all meetings during the formal parts of this procedure, the employee shall have the right to be accompanied by a recognised Trade Union Representative (as defined in the Trade Union Facilities Agreement) or a workplace colleague. Best practice would recommend that there be an opportunity for an employee to be accompanied at informal meetings if agreed by all parties. There is no right to be accompanied by somebody who is a practicing solicitor or barrister. The employee should not be represented by a relative, spouse or partner.
- 15.2 Employees will be allowed reasonable time away from work to meet with their representative. This must be agreed by the Headteacher and will be in accordance with service requirements. It is at the discretion of the Headteacher what amount of time is reasonable dependent on the complexities of the grievance issue, following normal leave of absence processes. Trade Union Representatives will be afforded the necessary time off (in accordance with the Trade Union Facilities Agreement).

16. Post-Termination Grievances

- 16.1 Where grievances are received from ex-employees, a written response will be provided where it is practicable and proportionate to do so. This will apply to any grievance from employees who have left employment within the trust, regardless of whether or not the grievance was commenced prior to the date of termination.

17. Malicious grievances

- 17.1 Disciplinary action may be taken against employees making malicious grievances.
- 17.2 Bulling, harassment or victimisation will not be tolerated.
- 17.3 All employees will understand the Staff Code of Conduct and Staff Handbook and act in accordance with it.
- 17.4 All employees will adhere to the Equal Opportunities and Dignity at Work Policy.

18. Monitoring and review

- 18.1 This policy will be reviewed annually and any changes made to this policy will be in joint negotiation with a consultation committee and be communicated to all employees.

Appendix 1 – Employee Grievance Form



Grievance Form

Employees who wish to raise a formal grievance are required to complete this form and submit it to the relevant person outlined below.

Please note, grievances should be raised within 3 months of the incident that led to the grievance.

This form is for formal grievances only. Please also provide a letter outlining:

- A brief description of the events that led to the grievance, including names and dates.
- An account of how the events made you feel.
- What actions you have taken to resolve the grievance.
- What outcomes the employee is hoping for.

Employee details			
Surname:		Forename:	
Job title:		Form completion date:	
Grievance details			
Does your grievance relate to another member of staff?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If the grievance relates to your Line Manager , give this form to the Senior Leader responsible for the Line Manager .			
If the grievance related to the Headteacher/CEO , give this form to the Chair of Governors/Chair of Trustees .			
Date of last incident relevant to grievance:			
Please provide details of the grievance:			
Please detail any individuals involved:			
Please provide details of your preferred solution:			
Are you being supported by a colleague, Trade Union Official or Trade Union Representative?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please provide their name:			
Employee's signature:			

Appendix 2 – Grievance Appeal Form

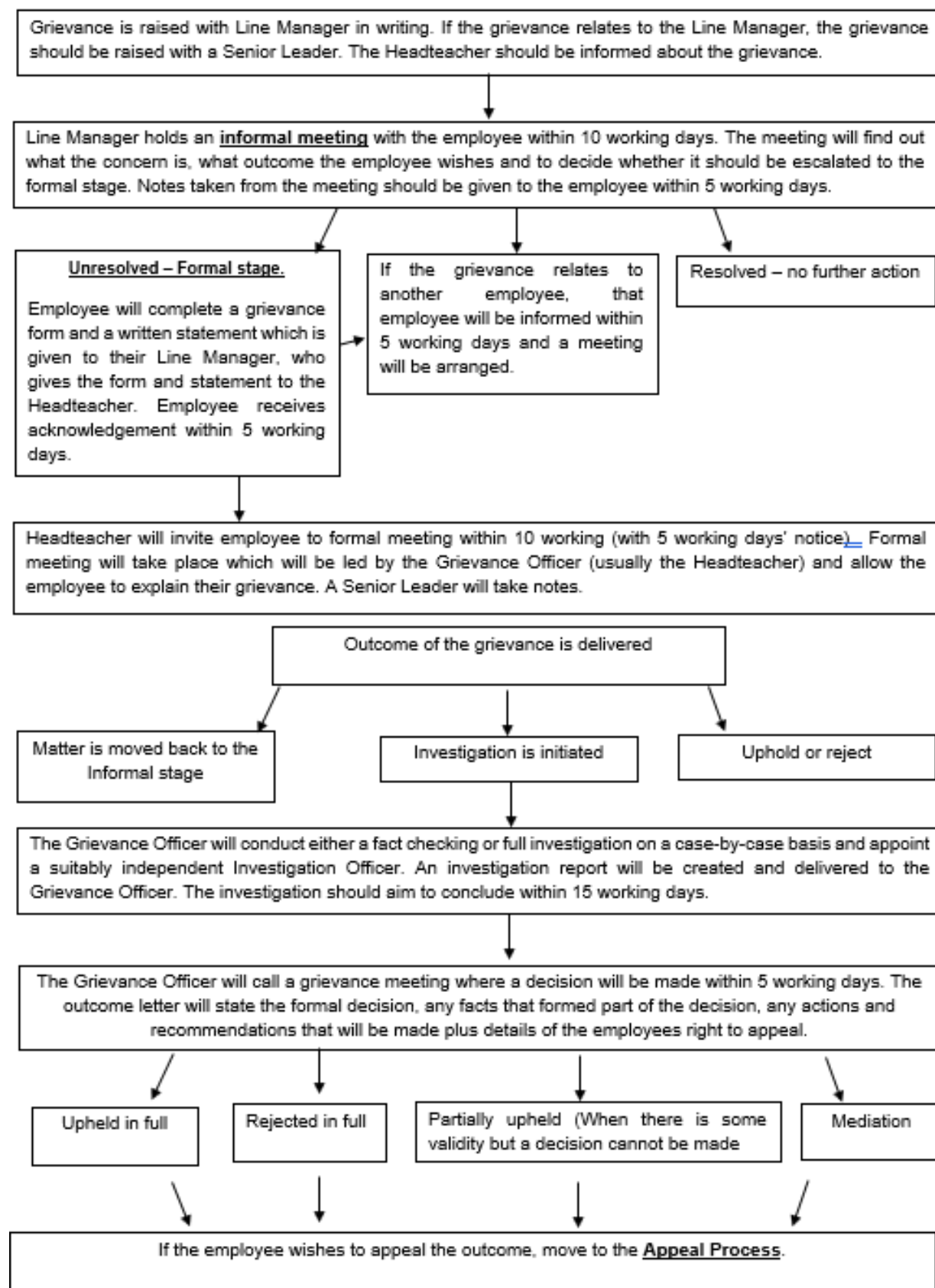


Appeal Form

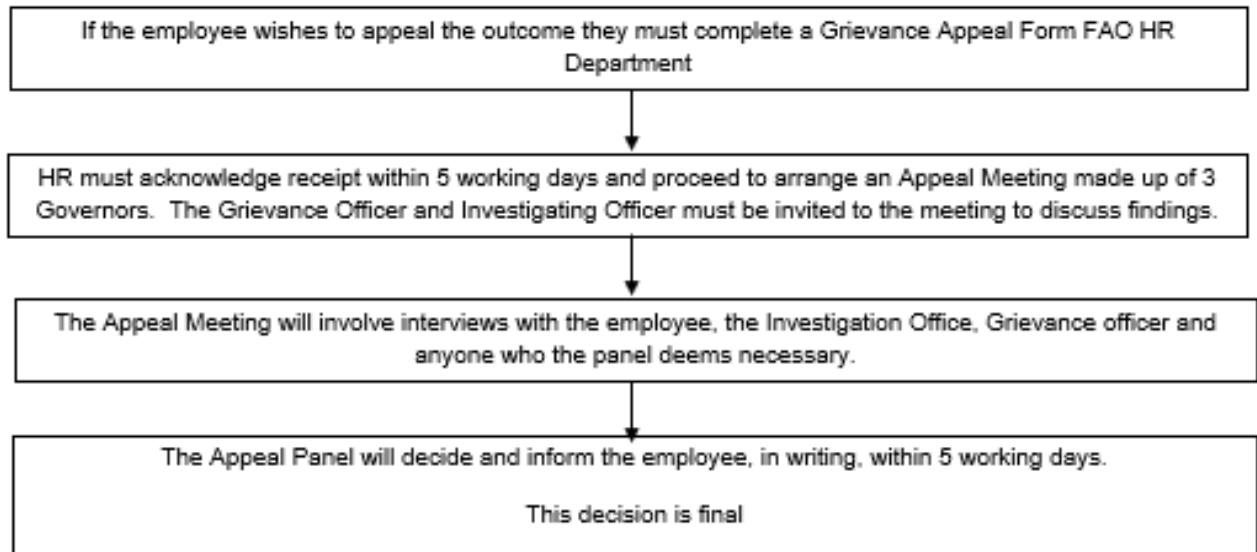
Please submit this form in a sealed envelope to HR Department within 10 working days of receiving the grievance outcome letter.

Employee details			
Surname:		Forename:	
Job title:		Form completion date:	
Grievance appeal details			
Date of grievance meeting:			
Outcome of grievance meeting:			
Please provide details of the grievance appeal:			
Please provide details of your preferred solution:			
Are you being supported by a colleague, Trade Union Official or Trade Union Representative?			Yes <input type="checkbox"/>
			No <input type="checkbox"/>
If yes, please provide their name:			
Employee's signature:			

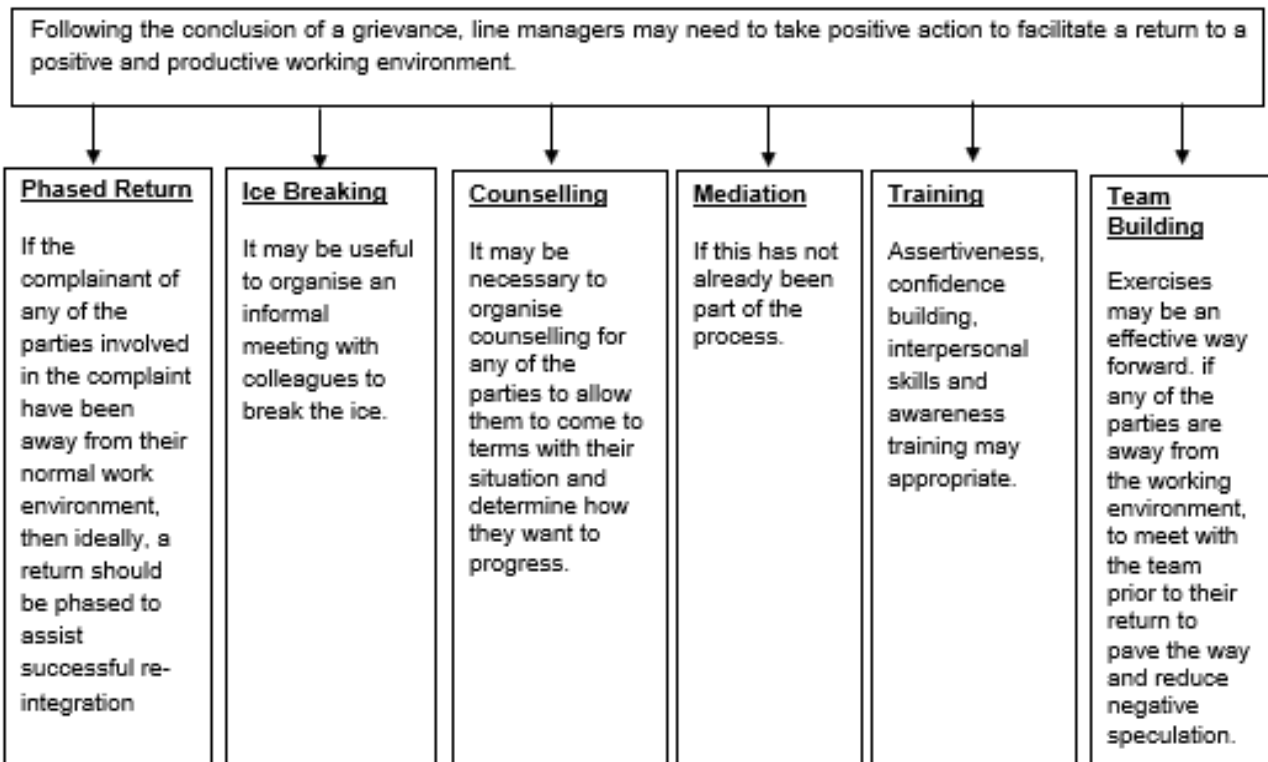
Appendix 3 – Grievance Process Flowchart



The Appeal Process



Post Grievance Support (if required)



Follow Up

Where the grievance is upheld, it is important to check that any inappropriate behaviour has stopped and that there has been no subsequent victimisation or occurrence. This should be done as part of a line managers normal duty of care, not as an extension of this procedure. The line manager of both the complainant and tender should agree a date to meet to review the situation and determine whether any further action is necessary. If the line manager of both parties is one and the same, both parties should be met with independently of each other.