



Spa Education Trust

Staff Grievance Policy and Procedures

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1. Aims

This policy aims to enable employees of Spa Education Trust 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

We are required to set out grievance procedures under general employment law.

These grievance procedures are based on the Acas Code of Practice on disciplinary and grievance.

These procedures also comply with our funding agreement and articles of association.

3. Definitions and scope

A **grievance** is a concern, problem or complaint raised within the trust, or within one of our schools, by an employee. It can be caused by issues such as working conditions, health and safety concerns, bullying, discrimination or working relationships.

This policy **does not** apply to:

- › Issues raised by people who are not employed by the trust, e.g. volunteers or parents/carers, as this would 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
- › Appels relating to pay.

These are covered by separate policies and procedures.

4. Roles and responsibilities

Being internal matters, grievances may involve a number of people in the trust. 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.

4.1 The Head of School

Provided they are not the subject of the grievance, the Head of School will be the first point of contact for the employee raising a grievance. If the grievance is about the Head of School, the employee will raise the grievance with the Executive Headteacher.

4.2 The Executive Headteacher

If the grievance is raised within one of our schools, or within the central trust, provided they are not the subject of the grievance, the Executive Headteacher will consider the grievance at the informal stage (see 5.2).

4.3 Chair of trustees

Where the Executive Headteacher is the subject of the grievance, the chair of Trustees will be responsible for appointing an appropriate Trustee who has not been directly involved in the grievance to oversee the procedure.

4.4 Investigating officer

At the formal stage, the Executive Headteacher (or appointed trustee if the Executive Headteacher 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.

4.5 Grievance panel

The Executive Headteacher (or appointed trustee if the Executive Headteacher is the subject of the grievance) will appoint a grievance panel consisting of 3 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.

4.6 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

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

5.1 Informal stage

In the first instance, an employee will aim to resolve their grievance informally with their Head of School. If the employee's concerns relate to the head of School, they should discuss the issue with the Executive Headteacher.

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.

5.2 Formal stage 1

If it is not possible to resolve the matter informally, employees should set out their grievance in writing to the Executive headteacher, in accordance with the staff grievance notification form at Appendix 1. If the subject of the grievance is the Executive Headteacher, the employee should submit the written grievance to the Chair of Trustees.

Upon receipt of a grievance, the Executive Headteacher (or appointed trustee if the Executive Headteacher 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 Executive Headteacher (or appointed trustee if the Executive Headteacher 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 grievance.

The grievance panel may include:

- › The Head of School
- › The Executive Headteacher
- › Members of the board of trustees
- › Senior school leaders, such as the deputy head or heads of other schools in the trust

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 ten 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.

The companion may address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the hearing. The companion may not answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

5.3 Deciding on appropriate action

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

The chair of the panel will communicate the decision to the employee in writing within five working days. The decision 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.

5.4 Appeals – Formal stage 2

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

The employee should set out their grounds of appeal in writing within five working days of receiving the grievance outcome.

School-based staff and central trust staff should submit a request for appeal to the Chair of Trustees.

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 Executive Headteacher (or appointed trustee if the Executive Headteacher 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.

The appeals panel may include:

- Members of the board of trustees
- Governors and / or trustees from other trusts

Appeals will be heard without unreasonable delay and in any event within fifteen working days of the date of the appeal notice. The Executive Headteacher (or appointed trustee if the Executive Headteacher 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 by the chair of the appeal panel to the employee within five working days of the appeal. The decision of the appeal panel will be final.

5.5 Conducting staff grievance hearings

Grievance hearings should follow a systematic sequence, achieving a balance between structure and informality - to ensure that the individual's views are fully explored.

Panel chairs should:

- introduce members of the panel and ask others present to do the same
- check everyone has the same papers
- explain the way the meeting will be structured, including any time constraints
- provide opportunity for comments and clarification before commencement of meeting.
- advise that should it become necessary to adjourn the meeting a target timescale for this will be agreed at the meeting

The procedure should be as follows:

- the employee will introduce their submission, explain the relevance to the complaint and why they are dissatisfied with the stage 1 outcome
- the panel may ask questions during or after the employee's presentation
- the employee may present witnesses who may be questioned by the panel and the respondent
- the respondent and / or representative to the grievance may ask questions at the end of the presentation
- the respondent and / or representative will respond and the panel may ask questions during or after the presentation
- the employee (or representative) may ask questions at the end of the presentation

- both parties will have the opportunity to sum up beginning with the employee bringing the grievance
- the panel will have a final opportunity to clarify any points.
- the panel will then adjourn the hearing to consider the complaint. All parties except the panel and anyone advising will then withdraw

The Panel will consider what was said by all parties together with any written submissions.

If the panel are confident that they have sufficient information to reach a decision then the decision should normally be given verbally to all parties and in any event confirmed in writing within 5 working days.

The panel's decision will be final.

6. Overlapping procedures

If an employee raises a grievance after disciplinary proceedings have already started against them, the disciplinary proceedings may be temporarily suspended in order to consider the implications of the grievance on the disciplinary process.

If the grievance and disciplinary proceedings address related matters, it may be possible to deal with the issues simultaneously as part of disciplinary proceedings.

7. Record-keeping

Minutes will be kept of all meetings. Where possible, these will be confirmed as a record of what was discussed during the meeting.

The trust will store and retain all records relating to grievance procedures for no longer than is necessary, in line with data protection legislation and our data [retention policy](#).

8. Monitoring arrangements

This policy will be reviewed every two years, but can be revised as needed from time-to-time. It will be reviewed by Board of Trustees.

The policy will be approved by the Board of Trustees.

9. Links with other policies

This policy links with our policies on:

- › Complaints procedure, which sets out how grievances will be raised by those not employed by the school
- › Equality
- › Privacy notice for the school workforce
- › Records management policy
- › Staff capability policy
- › Staff code of conduct
- › Staff disciplinary procedures
- › Staff wellbeing policy

Appendix 1: staff grievance notification form

Name:	School:
Post held:	Department:
<p>Describe the nature of your grievance, including:</p> <ul style="list-style-type: none"> • A full description of your grievance • Relevant evidence, such as facts, dates and names of individuals involved 	
Please state the following:	
The date on which you first raised your grievance, and with whom	
The action taken in respect of your grievance at the informal stage	
The outcomes you are seeking and the actions you would like taken to resolve the situation	

Whether you would like to explore a resolution through mediation	
Whether you would like accompaniment at a grievance meeting by a work colleague, trade union official, or trade union representative – and if so, their name and position	
Signed:	Dated: