



Staff Grievance Policy

Board Approved Date	October 2025
Version	1.0
Author Initials	SW
Review Date	October 2028

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INTRODUCTION

- 1.1. Grievances are complaints, concerns, or problems raised by you relating to your employment. The procedures outlined below can be used when:
 - a) You have a grievance with a colleague;
 - b) You have a grievance with your manager or another member of the leadership team of the school or Trust
- 1.2. 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) discrimination.
- 1.3. Other matters, such as pay, or the outcome of your annual appraisal will be dealt with under our policies on Pay and Appraisal and Capability.
- 1.4. This policy does not form part of any contract of employment or other contract to provides services, and we may amend it from time to time.
- 1.5. This policy applies to employees only. It does not apply to agency workers, consultants, self-employed contractors, volunteers or interns.
- 1.6. False or vexatious complaints will be taken very seriously and will be managed under the Disciplinary Policy where it is clear that an employee has made an allegation(s) of this type against the academy, trust and/or another employee.

Informal Procedure

- 1.7. Resolving grievances is essential in ensuring a healthy and motivated workforce. Ideally, grievances can be resolved quickly and informally

through open communication with your line manager or Headteacher (school staff) / Chief Financial and Operating Officer (shared services staff). In that way it is easier for all concerned to continue working together effectively in the future.

- 1.8. If you are unable to speak to your manager (e.g. because the complaint concerns your manager), you should speak informally to a more senior manager, which could be the Headteacher(school staff) / Chief Financial and Operating Officer (shared services staff). If this does not resolve the issue or is not appropriate, staff should follow the formal procedure below.

Formal Procedure

- 1.9. If you think that informal procedures cannot or have not resolved your grievance you can initiate formal procedures.
- 1.10. If a grievance and disciplinary are closely related, the grievance will be dealt with part of the disciplinary procedure.
- 1.11. Invoking this policy does not mean that other processes, including disciplinary, capability, managing sickness absence, will be put on hold.
- 1.12. The formal procedure will progress as outlined below:

Step 1 Written Grievance

- 1.13. You should submit your concerns in writing in a document clearly labelled 'Formal Grievance'. The grievance should set out the nature of the complaint to include any relevant facts, dates, and names of individuals involved so that it can be thoroughly investigated.
- 1.14. The written grievance should be handed or emailed to your manager or, if the manager is the subject of the grievance, to a member of the senior leadership team or the Headteacher(school staff) / Chief Financial and Operating Officer (shared services staff). .

Where the Headteacher or a member of the Trust leadership team is the subject of the grievance, the Formal Grievance should go to the to the Chief Executive Officer (CEO); where the CEO is the subject of the grievance the Formal Grievance should go to the Chair of the Trust Board.

Step 2 Grievance Meeting

- 1.13 We will arrange a grievance meeting, normally within 10 days (during term time) and as soon as practicable if raised close to or during school holidays,

of receiving the written grievance.1.14 You have the right to bring a companion (a trade union representative or a colleague) to the formal grievance meeting or appeal meeting under this procedure. You should tell the person holding the grievance meeting who your chosen companion is in good time before the meeting; if the companion is deemed unsuitable you will be advised in good time of the reason and to arrange an alternative.

We may at our discretion permit other companions (for example, a family member) where this will help overcome particular difficulties caused by a disability, or difficulty understanding English.

A companion may make representations, ask questions, and sum up your position, but will not be allowed to answer questions on your behalf. You may confer privately with your companion at any time during a meeting.

- 1.14 The meeting will be conducted by your line manager or a senior manager as appropriate, and will be attended by a member of the HR department and/or a note-taker.
- 1.15. The person holding the meeting will hear from the parties involved and review any relevant documentation. The person may adjourn the meeting or defer a decision until they are satisfied that they have thoroughly reviewed all the evidence and taken into account all relevant factors.
- 1.16. In some cases, it may be necessary for investigations to be carried out into the grievance. The meeting may be adjourned to carry out these investigations, or an investigation may be conducted before the grievance meeting if appropriate. The extent of the investigation will depend on the nature of the complaint.
- 1.17. You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses to be interviewed, disclosing any relevant documents to us and attending interviews yourself, as part of our investigation.

Step 3 Grievance Outcome

- 1.18. You will usually be notified in writing of the decision and the reasons for the outcome within five working days of the meeting (or as soon as practicable the meeting is close to school holidays). The outcome will include notification of any further action we intend to take to resolve the grievance. You will be informed of your right to appeal against the outcome.

Step 4 Appeal

- 1.19 If you are not satisfied with the outcome you can appeal by writing to the Head (re decisions made by school staff line managers) or to the Chief Financial and Operating Officer (re decisions made by shared services managers, (or to the CEO if the decision was made by the aforementioned) within 3 working days of the decision, stating in detail the grounds. An appeal meeting will be held as soon as practicable and will be dealt with impartially by a more senior line manager not previously involved.
- 1.20 Where the Headteacher or member of the Trust leadership made the decision, the CEO or his/her designate who may be another member of the Trust executive leadership or a Head, not associated with the decision will be nominated to hear the Appeal.
- 1.21 Where the CEO made the decision the appeal will be heard by the Chair of the Trust Board. Where the Chair of the Trust Board made the decision, the appeal will be heard by a panel of two Board Trustees.
- 1.22 The outcome of the appeal is the final decision and cannot be subject to further appeal.