

<b>Name of Policy:</b> Grievance Procedure	<b>Version/Last Review Date:</b> March 2019
<b>Statutory documents linked to policy:</b> <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf</a>  <a href="https://www.atl.org.uk/Images/Dispute-Resolution-Grievance-for-Schools-Procedure30-95130.pdf">https://www.atl.org.uk/Images/Dispute-Resolution-Grievance-for-Schools-Procedure30-95130.pdf</a>  <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/490020/Withdrawn-School_Complaints_Toolkit_2014.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/490020/Withdrawn-School_Complaints_Toolkit_2014.pdf</a>	<b>Previous review date:</b>  March 2016
<b>Other Policies linked to this policy:</b> Complaints	<b>Next Review Date:</b> March 2022
<b>Governor Committee Responsible</b>	People & Resource Management

WNA Vision: All children will achieve their full potential, with holistic support, whilst enjoying and driving their own learning, gaining self-respect, self-esteem and self-belief. Our classroom extends to rich, exciting environments within the forest, the beach, the city and the community as a whole.

This procedure applies to all employees. (NB The term 'employee' includes headteacher, where it is the headteacher who is invoking the procedure; the differences which affect the headteacher only, are shown in italics).

## Application of the Procedure

The procedure may be invoked when an employee feels he or she has a problem or grievance for which there are no alternative arrangements. Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records should be kept confidential and retained in accordance with the Data Protection Act 1998 which requires the release of certain data to individuals on their request. Copies of any meeting records should be given to the employee concerned, although in certain circumstances, some information may be withheld, e.g. to protect a witness.

The aim is to resolve any problem quickly and as near as possible to its point of origin. If the matter is not resolved at the first stage, the employee may proceed to subsequent stages as necessary.

An employee may have a grievance with another employee at the school (including the headteacher) or with the governing body.

## Trade Union Representation

If it is felt appropriate by any of the main parties, representatives of the relevant trade union/teachers' or headteachers' associations may be consulted/involved in any discussions. An employee may be accompanied and/or advised by a trade union representative or fellow worker at any stage of the procedure.

## Exclusions

The following matters are outside the scope of the Grievance Procedure and should be dealt with as indicated.

- Discipline - see separate disciplinary procedure.
- Collective Disputes - through the appropriate trade union.
- Matters not related to work or conditions of service.
- Salary Determination - separate Appeals Procedure under the Pay Policy will apply.

## Stage One – The Informal Stage

The employee should endeavour first to resolve the matter by direct approach to the member(s) of staff involved or in discussion with the headteacher. If the employee is unable to resolve the problem in this way, he/she should discuss it with the Grievance Officer who is the headteacher. The headteacher will involve the other parties to the grievance in the discussions as necessary.

The headteacher (as Grievance Officer) will give the employee a verbal report of the problem being put to her or of any meeting arranged as a consequence. The headteacher will confirm the outcome in writing within five working days.

If the Grievance Officer is unable to give a satisfactory answer, or if the matter is outside of his/her control, the employee is entitled to invoke Stage 2. To do this, the employee must inform the headteacher within five working days of receiving a reply, that he/she is not satisfied with the outcome.

## Stage Two

Within five working days of receiving notification from the employee, the headteacher (*chair of governors*) must arrange a meeting between the employee and himself/herself and (*or*) a nominated governor, giving at least ten working days' notice of the meeting. The employee may be accompanied and/or advised by a representative or workplace colleague, if he/she so wishes.

The headteacher (*chair or other nominated governor*) must orally notify the employee of the decision. The response must be confirmed in writing to the employee within five working days.

If the employee is not satisfied with the outcome of the second stage, he/she is entitled to invoke Stage 3. To do this, the employee must inform the headteacher (*chair of governors*) within five working days of receiving the reply.

### **Stage Three**

Within five working days of receiving the notification from the employee, the headteacher (*chair of governors*) or clerk to the governors must arrange a meeting to consider the grievance. The matter should be considered by the Governing Body or a panel of governors at a meeting. At least ten working days' notice of the meeting must be given. The headteacher (*chair of governors*) or clerk should submit a written report to the governors. The parties concerned may make submissions and be accompanied by a workplace colleague or trade union/professional association representative. The panel will hear a grievance with impartiality. An officer of the Authority (usually from the HR Unit) will normally attend to give advice to the Panel.

An oral decision may be given to the employee and a written decision must be delivered within five working days of the meeting (or the last meeting if more than one were necessary). Normally any grievance will end at school/college level but the Grievance Panel will indicate whether a further appeal would be possible.

Any governor who has been involved at an earlier stage must not take part in the meeting, although he/she may make a submission.