

Grievance Policy and Procedure

ISP School Battle



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Contents

Page No.

1. Aims	3
2. Legislation and guidance.....	3
3. Definitions	3
4. Roles and Responsibilities	3
5. Grievance procedures	4
6. Record keeping	5
7. Monitoring arrangements	5
8. Links with other policies	5

1. Aims

This policy aims to enable employees to raise concerns about workplace issues without fear of victimisation and repercussion, and to ensure all grievances are dealt with fairly, fully and objectively.

2. Legislation and guidance

These grievance procedures are based on the [disciplinary and grievance code of practice from ACAS](#).

3. Definitions

A **grievance** is a concern, problem or complaint raised with the school by an employee. Issues such as working conditions, health and safety concerns, bullying or discrimination, or work relations could signify a grievance being raised. This policy does not cover issues raised by people who are not employed by the school, as this would fall under our complaints procedure.

4. Roles and Responsibilities

Being internal matters, grievances may involve a number of people in school. There is an emphasis on dealing informally with grievances, and so it is not practicable to prescribe specific roles. However, please note below:

4.1 The line manager

Provided they are not subject to the grievance, the line manager will be the first point of contact for the employee raising a grievance. If the grievance is about the employee's line manager, the employee will raise the grievance with the line manager's manager.

4.2 The Head Teacher or Deputy Head

Provided they are not the subject of the grievance, the Head Teacher or their Deputy will consider the grievance at the formal stage.

4.3 Chair of Governors

Where the Head Teacher is the subject of the grievance, the chair of governors will be responsible for appointing an appropriate governor who has not been directly involved in the grievance to oversee the procedure.

4.4 Investigating Officer

At the formal stage, the Head Teacher (or appointed governor if the Head Teacher 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 directly been involved in the grievance.

4.5 Grievance Panel

The Head Teacher (or appointed governor if the Head Teacher is the subject of the grievance) will appoint a grievance panel consisting of two people with no prior knowledge of the grievance. These people will 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, we will aim to resolve an employee's grievance informally with their line manager. If the member of staff's concerns relates to their line manager they should discuss the issue with the line manager's manager.

It may be necessary for the member of staff 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.

5.2 Formal stage

If it is not possible to resolve the matter informally, employees should set out their grievance in writing to their line manager. If the subject of the grievance is the line manager, the employee should submit the written grievance to an alternative, preferably senior, manager.

Upon receipt of a grievance, an investigating officer will be appointed. This will be an independent individual with no prior knowledge of the complaint.

A grievance panel will also be appointed. 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 complaint.

The investigating officer will undertake a grievance investigation and will make a recommendation.

A formal meeting will be arranged within 5 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.

The panel will be convened by HR and depending by the nature of the grievance will determine who sits on that 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.

5.3 Deciding on appropriate action

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

This decision will be communicated to the employee in writing within 5 working days. It 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

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

The employee should set out their grounds of appeal in writing as soon as possible and submit this to the Head Teacher.

An appeal is not designed to re-hear the matter but to examine the grounds of the appeal. The employee should therefore be specific about the grounds of the appeal.

However, a full re-hearing may be appropriate in exceptional circumstances.

A grievance appeal panel will be appointed. This will be a group of people independent from any previous stage of the grievance procedure, the panel will be chaired by an independent individual.

Appeals will be heard without unreasonable delay. Employees will be told the time and place of the appeal meeting in advance.

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 to the employee within 5 working days.

6. Record keeping

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

Records of all materials relating to the grievance process will be kept securely for as long as necessary in line with the Data Protection Law, our privacy notices and records retention policy.

7. Monitoring arrangements

This policy will usually be reviewed annually, but can be revised as needed. It will be reviewed by the Head Teacher.

This policy will be approved by the local governing body.

8. Links with other policies

This policy links with our policies on:

- Staff disciplinary procedures
- Complaints procedure, which sets out how grievances will be raised by those not employed by the school