



STAFF GRIEVANCE

SANDON PRIMARY ACADEMY

Mrs R Beckett (Principal)
Review date: **September 2025**

GRIEVANCE PROCEDURE

Procedural Stages

1.1. Stage One (informal)

- a) If you have a grievance you should first raise it verbally with your Line Manager and the matter will be discussed with you informally.
- b) Most grievances should be resolved at this level.
- c) If the grievance is not resolved within 7 calendar days or if you consider that you have not been fairly treated, you may raise a formal grievance as set out at Stage 2 below.
- d) Any grievance you wish to raise should be done so without delay and normally within 3 calendar days of the grievance arising. The longer an employee leaves a grievance the more difficult it is for the School to investigate and deal with it.

1.2. Stage Two (formal)

- a) If the grievance is not satisfactorily resolved, you may refer the matter to the Principal in writing. The Principal will decide who will deal with the grievance.
- b) The grounds of the grievance must be set out in writing.
- c) When the grounds have been established an investigation will take place.
- d) You will then be invited to attend a Grievance Hearing where the matter will be considered in detail.
- e) The outcome of that Hearing will be communicated to you in writing normally within a period of 14 calendar days depending on the complexity of the matter.

1.3. Stage Three (appeal)

- a) If you remain dissatisfied you may appeal the decision of the Grievance Hearing.
- b) Any appeal must be in writing and made initially to the Principal within 7 calendar days of the decision of the Grievance Hearing. The Principal will decide who will deal with the appeal.
- c) The reasons for the appeal must be set out in writing at the time the appeal is lodged.
- d) You will then be invited to attend a Grievance Appeal Hearing.
- e) The outcome of the Appeal will be communicated to you in writing normally within a period of 14 calendar days depending on the complexity of the matter.
- f) There is no further right of appeal.

A.2. Right to be represented

At each Hearing you have the right to be accompanied by a work colleague or a suitably authorised Trade Union Representative of your choice.

Policy

If the employee remains dissatisfied in terms of the outcome from the informal stage (stage 1) of the grievance, they should submit this in writing and send to the Principal who will hear the grievance formally.

The written grievance must set out the nature of the grievance, clearly explaining the events, dates, facts and details of any witnesses where possible. The grievance should also state the desired outcome that the employee seeks. Where appropriate, a copy of the grievance will be given to the named employee whom the grievance is about. In circumstances where it is not appropriate to provide an exact copy of the grievance, the named employee will be provided with details of the complaint (unless in exceptional circumstances where it could interfere with the investigation).

The Principal or other person nominated as Hearing Officer will write (where possible within 5 working days of receipt of the grievance) to invite the employee to a meeting to discuss the matter formally. The employee will be notified in writing of their right to be represented at the meeting. In all cases every effort should be made for the meeting to be held within 10 working days of receipt of the individual's written grievance.

All information that is to be presented at the meeting should be provided to the Hearing Officer and their HR Officer, at least 3 working days before the meeting is to take place. This is to help ensure that the Hearing Officer

has a full understanding of the issues being discussed. In exceptional circumstances information can be submitted on the day of the meeting; however this is at the discretion of the Hearing Officer. In these circumstances, depending on the amount of information submitted, it may be necessary to reschedule the meeting.

At the meeting the employee or representative will have the opportunity to explain the grievance in detail and say how they would like it to be resolved. Every effort will be made by the Hearing Officer to resolve the matter at this stage.

The employee is entitled to be represented at the meeting, if they wish, by either a trade union representative or a colleague. The trade union representative or colleague should be allowed to address the meeting, to present 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 meeting. The trade union representative or colleague does not have the right to answer questions on the employee's behalf, address the meeting if the employee does not wish it or prevent the employee who the grievance is about from explaining their case.

In some circumstances, it may be necessary to gather information about the matter or to adjourn the meeting so that certain details can be looked into before discussing it further.

After the meeting the Hearing Officer, will respond to the grievance in writing, where possible within 5 working days, explaining the outcome and any action to be taken to resolve the grievance and the right to take the matter to the next stage. Where it is not possible to respond within 5 days, the individual should be contacted in writing and advised of the estimated timescale within which a substantive response will be provided.

Copies of the response should also be forwarded to the person about whom the grievance has been made.