



Mission Statement
 "A Caring Christian Family Where We Grow Together"

GRIEVANCE PROCEDURE

Effective Date: 01/04/2017

Review Date: June 2025 Biennial

Review Date	Signed Head Teacher	Signed Director RCSAT
11/09/2018	<i>J. L. J. J. J.</i>	<i>P. B. B. B.</i>
20/09/2019	<i>J. L. J. J. J.</i>	<i>P. B. B. B.</i>
11/05/2021	<i>J. M. Badger</i>	<i>P. B. B. B.</i>
01/06/2025	<i>J. M. Badger</i>	<i>P. B. B. B.</i>

Persons Responsible for Policy:	Executive Headteacher RCSAT
Approval Date	01/04/2017
Signed:	Director RCSAT
Signed:	Executive Headteacher RCSAT



1. Aims

- 1.1 It is accepted that from time to time employees may have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about with their manager in an attempt to resolve such concerns quickly.
- 1.2 It is in the manager's interests to resolve problems before they can develop into major difficulties for all concerned.
- 1.3 This procedure sets out the principles for employees to raise concerns related to their employment, and aims to:
 - 1.3.1 Deal with grievances in a fair and consistent manner,
 - 1.3.2 Ensure there are clear timescales and a process by which grievances can be raised and dealt with,
 - 1.3.3 Be clear in which circumstances a grievance may be raised,
 - 1.3.4 Ensure that management respond promptly and appropriately to grievances raised by employees, with a view to a satisfactory outcome.
- 1.4 Issues that may cause grievance issues include:
 - 1.4.1 Terms and conditions of employment,
 - 1.4.2 Health and safety,
 - 1.4.3 Work relations,
 - 1.4.4 New working practices,
 - 1.4.5 Working environment,
 - 1.4.6 Organisational change.
- 1.5 There are separate reporting procedures in place for matters relating to:
 - 1.5.1 Job evaluation, pay, tax, NI and salary grades for support staff;
 - 1.5.2 Issues relating to teachers' pay decisions and/or performance appraisal planning and review statements;
 - 1.5.3 Disciplinary, capability, redundancy, retirement matters and/or dismissals;
 - 1.5.4 Collective disputes, which are more appropriately dealt with by liaison between the Local Authority and the Professional Associations/Trade Unions;
 - 1.5.5 Matters relating to the statutory sick pay (or other statutory pay, e.g. maternity pay) or pension/superannuation arrangements which are governed by Regulations and are outside the control of the employer;
 - 1.5.6 Claims of bullying and/or harassment under Dignity at Work;
 - 1.5.7 Concerns of malpractice as a 'protected disclosure' under Whistleblowing.
- 1.6 This procedure shall not apply where an employee has a grievance with customers, suppliers or other visitors unless the grievance falls within Dignity at Work in relation to third party bullying and/or harassment. For such grievances, please refer to the school's other procedures.

2. Implementing the Procedure

- 2.1 **Responsibilities**
- 2.2 The Executive Headteacher shall have overall responsibility for the implementation of this Procedure and shall ensure that all aspects of the procedure are managed appropriately.
- 2.3 To facilitate this, the Executive Headteacher has designated named staff and governors to manage aspects of this procedure, including co-ordination, health and safety governance overview and daily checks on the conditions of the premises, reporting any issues to the Executive Headteacher.
- 2.4 The named persons are detailed in Appendix 1 of the procedure.

3. Principles

- 3.1 Any reported grievance shall be taken seriously and employees who have genuine grievances are encouraged to raise them without fear of recrimination.
- 3.2 Employees raising grievances shall be treated with dignity and respect throughout the grievance procedure.



- 3.3 Employees shall be at liberty to withdraw their grievance at any stage of the procedure by written confirmation. However if the manager feels the grievance warrants further investigation, he/she is under an obligation to investigate the complaint regardless of its withdrawal.
 - 3.4 It is an expectation of this policy that attempts are made to resolve grievances informally in the first instance. Only when the informal process has been utilised and no successful outcome has been achieved, shall the grievance move to a formal stage.
 - 3.5 It is only in very exceptional circumstances, where the grievance is so serious that it warrants an investigation, that grievances shall be heard formally without initial actions being taken to resolve the matter informally.
 - 3.6 All parties shall commit to engaging in constructive discussion and adopt a positive approach in order to resolve the grievance.
4. **Exclusions from Access to the Grievance Procedure**
- 4.1 Employees shall be excluded from using the grievance procedure in the following circumstances:
 - 4.1.1 Where an employee fails to comply with the relevant time limits within this procedure, unless management agree in advance to a particular time limit being extended;
 - 4.1.2 Where an employee attempts to restart the procedure in respect of a grievance that has been heard under this procedure within the last six months from the date of the last written outcome;
 - 4.1.3 Where an employee raises a grievance related to a disciplinary or capability case. In these circumstances consideration should be given as to whether the complaint can be dealt with as part of those procedures. However, if the complaint is that the action taken or contemplated is or would be unlawfully discriminatory, or that it is being taken for other reasons that that which has been alleged, the Grievance Procedure should apply.
 - 4.1.4 Where the grievance is unrelated to the disciplinary or capability issue, the two procedures should be run in parallel.
5. **Records**
- 5.1 Records shall be kept detailing all the following:
 - 5.1.1 Nature of the grievance raised,
 - 5.1.2 Employer's response,
 - 5.1.3 Actions taken (if any) and the reasons for these.
 - 5.2 Records shall be confidential and retained on the employee's personal file in accordance with the GDP Regulations 2018.
 - 5.3 Copies of records shall be given to the individual concerned, upon request, although certain information may be withheld e.g. to protect witnesses.
6. **Equality**
- 6.1 The Board of Trustees shall ensure that when implementing the grievance policy, no employee will be disadvantaged on the basis of their gender, transgender, marital status or civil partnership, racial group, religion or belief, sexual orientation, age, disability, pregnancy or maternity, social or economic status or caring responsibility.
 - 6.2 This means that the policy may need to be adjusted to cater for the specific needs of an individual including the provision of information in alternative formats where necessary.
7. **Monitoring**
- 7.1 Data relating to grievance cases shall be collated and monitored regularly to ensure that the policy is operating fairly, consistently and effectively.
 - 7.2 Issues that are identified from the data shall be dealt with appropriately.

- 7.3** In formulating this policy account shall be taken of other relevant legislation and policies including the Human Rights Act, the Equality Act 2010 and the Education HR Consultancy model whistleblowing procedure.
- 8. Review**
- 8.1** The policy shall be reviewed in the light of operating experience and/or changes in legislation as and when required.



Appendix 1

RESPONSIBILITIES

Area of Responsibility	Person Responsible
Overall responsibility	Executive Headteacher
Co-ordinator in School - Bunbury	Principal of School
Co-ordinator in School – St Oswald’s	Principal of School
Co-ordinator in School – Warmingham	Principal of School
RCSAT Business Manager	General Business Manager
Governor	HR Director

