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Multi Academy Trust

# **Grievance Policy**

**September 2018-September 2020**

## **Grievance Procedure**

### **1 Status**

1. The grievance procedure is applicable to all full time and part time employees in the MAT.

### **2 Purpose and Limits**

1. The purpose of the procedure is to give individual employees a formal opportunity to raise certain issues related to their treatment at work and their employment conditions (which are the responsibility of the Governors) with their immediate supervisor or line manager and to allow for levels of appeal against any decision or opinion made with which they disagree. Any grievance must normally be raised within 3 months of the event giving rise to the grievance.
2. The procedure should not be applied to those collective issues which should be more appropriately actioned through the disputes procedure, nor should it be applied to issues related to disciplinary matters which are also covered by a separate procedure.

### **3 Procedure to be followed**

1. Before the formal grievance procedure is formally invoked by the employee, they should, wherever possible, raise the specific concern with their immediate supervisor and ensure the informal process is exhausted. It is in the interests of all parties that grievances are resolved at the earliest opportunity and at the lowest level possible.
2. Your HR Adviser can provide advice and guidance at the informal stage or at any of the formal Grievance stages. The Governing Body is recommended to seek that advice at all times.
3. Reference in this procedure to supervisors is to an employee's immediate line manager. This may be a Head of Department, Administrative Officer or Academy Principal, dependant on whether the employee is a teacher or a member of the support staff.
4. Until all the procedural stages have been exhausted, the status quo shall apply unless mutually agreed otherwise.

### **4 Stage 1 (See Appendix A for flow chart)**

1. If the issue is still unresolved to the employee's satisfaction, the employee should approach the supervisor and state that (s)he wishes to raise a Formal Grievance. This will be in writing. The supervisor will arrange a meeting to enable the employee to discuss the grievance. This meeting should be arranged within a week of the written grievance being received. There is

nothing to prevent the supervisor from attempting to resolve the grievance before the date of the meeting or from seeking advice from elsewhere. The supervisor need not give a formal response at the meeting but must provide a written response to the employee within one working week. The employee may elect to be accompanied at the meeting by a friend or trades union representative and may present evidence or call witnesses. It is the responsibility of the employee to make the necessary arrangements for their representative and witnesses to attend the meeting.

2. If the grievance is against the supervisor, then the employee may approach the Academy Principal/member of the management group, as appropriate, to register the formal grievance. The procedure should be the same as that outlined for the supervisor's involvement. In this case, however, the Academy Principal/member of the management group may involve the supervisor prior to any formal grievance meeting, attempt to resolve the grievance before the meeting and may request advice from other parties. If the Academy Principal is unable to resolve the grievance, the MAT CEO will attempt to resolve the grievance.
3. If the grievance is against the Academy Principal, then the employee may request that the Academy Principal pass the written grievance to the MAT CEO to consider. If the grievance is against the MAT CEO, then the employee may request that the CEO pass the written grievance to the Chair of Governors (or nominee) to consider. The procedure in these cases will be the same as that defined above but the time limits will be two weeks to arrange the meeting and make formal response.

## **5 Stage 2**

1. If the employee remains aggrieved with the decision of the supervisor, the employee may request that the supervisor pass the written grievance to the Academy Principal for consideration. The Academy Principal will convene a meeting within two working weeks with the employee to consider the grievance. The Academy Principal may attempt to resolve the grievance with the supervisor prior to the meeting. In any event, the meeting will enable the employee to explain the nature of the grievance and (s)he may be accompanied by a friend or representative, present evidence or call witnesses. The Academy Principal need not give a formal response at the meeting and may undertake further investigation himself/herself after the meeting. However, a written response must be given to the employee within two working weeks of the meeting.
2. If the initial procedure (Stage 1) is undertaken by the Academy Principal then the second stage will be considered by the MAT CEO. The MAT CEO will meet with the employee and his/her friend/representative within four weeks of the Stage 2 grievance being requested. The MAT CEO will adopt the same process as stated above.

Bullet points for the procedure to be followed at the Grievance meeting are shown at Appendix B.

## **6**      **STAGE 3**

1.      If the employee still remains aggrieved, this stage will be the final opportunity for his/her grievance to be considered within the school. This final stage will be heard by a sub- committee of three governors nominated for this purpose. If a sub-committee of three Governors has already been involved at Stage 2, then the sub-committee involved at Stage 3 must consist of three different Governors.
  
2.      The procedure and practices to be followed will be the same as that for the sub-committee of Governors at Stage 2 (see Appendix B).

**Policy Review: September 2020**

**APPENDIX A**

**GRIEVANCE PROCEDURE – Diagrammatic View**

**Situation A**

Issue raised informally by employee.

**Stage 1**

Formal procedure initiated with the supervisor

(Meeting arranged within 1 week)  
(Response within 1 week)

**Stage 2**

Issue passed to Academy Principal  
(Meeting arranged within 2 weeks)  
(Response within 2 weeks)

**Situation B**

Issue concerns supervisor

Formal procedure with Academy Principal

(Meeting within 2 weeks)  
(Response within 2 weeks)

Sub-Committee of Governors  
(Meeting arranged within 4 weeks)  
(Response within 2 weeks)

**Situation C**

Issue concerns Academy Principal

Formal procedure with Chairperson of Governors or nominee

(Meeting within 2 weeks)  
(Response within 2 weeks)

**Stage 3**

Issues passed to Sub-Committee of Governors (Meeting arranged within 4 weeks) (Response within 2 weeks)

## **APPENDIX B**

### **Procedure to be followed at**

#### **GRIEVANCE MEETING – Stage 2 or Stage 3**

1. Academy Principal (if hearing Grievance at Stage 2) or Governors' Sub Committee will confirm that the parties understand the procedure to be followed.
2. Employee or employee's friend/trade union representative will detail the grievance and may call witnesses.
3. Questions may then be put to employee and any witnesses by:
  - Academy's representative
  - Academy Principal (if hearing Grievance at Stage 2) or Governors' Sub-Committee;
4. Academy representative will respond to the grievance and may call witnesses.
5. Questions may then be put to school's representative and any witnesses by:
  - Employees and/or friend/Trades Union Representative
  - Academy Principal (if hearing Grievance at Stage 2) or Governors' Sub Committee
6. Employee and/or friend/trade union representative will be invited to make a concluding statement.
7. Academy's representative will be invited to make a concluding statement.
8. Both parties will then be asked to withdraw. Deliberations on the grievance issue will be in private with any adviser(s). Parties will only be recalled to clear points of uncertainty on the information provided. If a recall is needed then both parties will return.
9. The outcome of the meeting will be announced to the employee. If it is not possible for whatever reason to announce the decision on the day of the meeting then the employee will be informed of the decision with two working weeks. All decisions will be confirmed in writing within two working weeks of the hearing.