

Grievance Policy

Grievances can arise from a variety of sources and it is important for members of the School to recognise that many potential problems and difficulties can be better and more quickly resolved informally. Formal procedures are intended to be used for problems which are serious in themselves, or serious because they remain unresolved after informal steps have failed to achieve a satisfactory outcome.

The policy and procedures aim to ensure that:

- The procedures are known by all employees
- Any employee can raise grievances and issues in respect of their employment within the school
- Grievances are dealt with promptly and in a fair and supportive manner; as near as possible to the point of origin and with a fair appeal procedure available.

The Principal

The Principal has responsibility for managing the procedures and for resolving grievances as far as is reasonably practicable. The Principal must ensure that the procedures are known to all staff.

The Principal has the delegated power to require appropriate managers to resolve grievances and disputes in the first instance - and to pass matters to the Director if it has proved impossible to find satisfactory resolution.

When the grievance has been formally raised with the Principal he/she may appoint an Investigating Officer to act on his/her behalf. It will be made clear to the employee that the responsibility for the decision lies with the Principal.

The Principal/Investigating Officer must aim to resolve any formal grievances referred to him/her as promptly and as sensitively as possible. The Principal/Investigating Officer must advise the relevant employee, in writing, that he/she may be accompanied by a trade union representative or school colleague at the grievance meeting.

The Principal must ensure that any decision regarding the grievance is communicated to the relevant employee, wherever possible, at the end of the meeting and confirmed in writing within five working days. The letter must also confirm to the relevant employee their right to appeal to the Governing Body and to be accompanied by a trade union representative or school colleague at the appeal meeting.

Confidentiality

In order to preserve the rules of the natural justice for all parties the Principal/Investigating Officer and Governors must ensure that matters relating to any disputes are not discussed outside the meetings called expressly to consider such matters.