

GRIEVANCE POLICY

INTRODUCTION

Grace valley provides a working environment for our staff, where they are treated with fairness, dignity and respect. The school has framed a procedure for our staff to raise any grievances and have them dealt with fairly, consistently, promptly, objectively.

The policy and procedure ensures an agreed resolution for any kind of grievance raised by the staff. It is not to be used to pursue malicious or vexatious complaints and to do so will be considered a disciplinary matter that may lead to dismissal.

SOURCES OF GRIEVANCES

Grievances can arise from a variety of sources. They can arise among members of staff or with the Head of the department or section. They can involve the Governing Body of the School. To effectively handle these situations, it is desirable to set out, firstly a procedure which may enable a grievance to be resolved informally and, secondly a formal procedure where the first procedure is not successful or has failed.

ADVICE AND SUPPORT

In order to avoid unfair treatment or discrimination, Head of the section or department should seek the advice and assistance from Senior leadership at all stages in the operation of these procedures. Every effort should be made by all parties to resolve a grievance informally before using the formal procedure.

INFORMAL RESOLUTION

Where an informal Grievances involves that against another member of staff, excluding the Principal s/he should first of all endeavour to resolve the matter by directly approaching the member of staff involved to discuss the matter, or by discussion with an appropriate senior member of staff.

If the approaches outlined above do not resolve the issue or are inappropriate (e.g. if the grievance is against the Principal) the member of staff should request a personal interview with the Principal to discuss the grievance. This meeting should be held with five working days of the request being made. If the grievance is against the Principal, then a personal interview should be held with the Chair of Governors.

If appropriate, the Principal should seek to resolve the problem by mutual agreement of the parties involved.

Employees Responsibility

In seeking to resolve grievances informally, employees should:

- Explain the nature of their concern(s) and what action they feel should be taken to enable a resolution to be met.
- Agree, where possible, any appropriate action necessary to resolve their grievance.

Principal's responsibility

Principal must arrange a confidential time and place to meet with the employee, as soon as possible, to discuss the matter. The Principal should:

- ensure that the employee is given a full opportunity to explain the grievance
- Ensure they have a full understanding of the grievance and how he/she thinks it should be resolved.
- Seek a means of resolving the grievance if this is possible, taking into account Schools policies, procedures, rules and the need for consistency and fairness.

Most issues should be resolved within 20 working days. Principal and employees should keep written notes of informal discussions.

FORMAL RESOLUTION

This is only available on completion of the Informal Resolution process as outlined above; employees cannot go directly to the Formal Resolution process without going through the informal process first.

Grievance against a work colleague or the Principal

- Where the matter has not been resolved under the informal procedures referred to above, the employee concerned is advised to contact the Governing body and discuss formal action.
- If recourse to formal action is decided upon, the member of staff concerned should write to the Chair of Governors, using the pro-forma at Appendix 1, normally within 10 working days of the conclusion of the informal process (add this where necessary).
- The member of staff should outline clearly the reason(s) for his/her grievance with details of any events/actions (including dates, times and any witnesses) that triggered the complaint and say how they would like it resolved.
- If the grievance or desired outcome is unclear, the employee may be asked to clarify his/her grievance before any meeting takes place. The Chair should then send a copy of the proforma to the Principal and the Governing body.

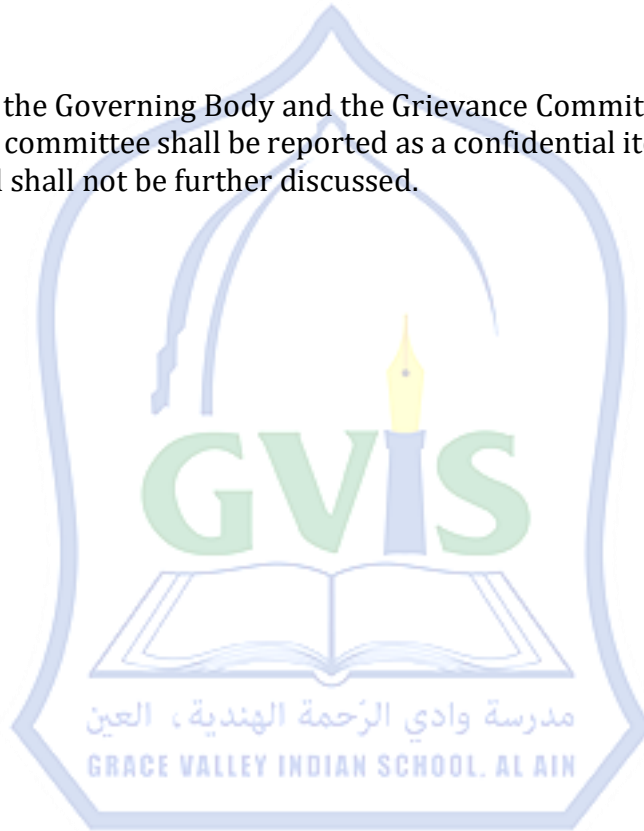
The Chair should acknowledge receipt within 7 working days. Each Governing body will establish a committee to consider grievances on its behalf.

The committee will meet with the employee to consider the grievance within 15 working days of the date of receipt of the grievance by the Chair of Governors.

The committee will notify the employee in writing of their decision and any action that is proposed to resolve the grievance, within 7 working days of the grievance hearing.

Confidentiality

All proceedings of the Governing Body and the Grievance Committee are confidential. Only the decision of the committee shall be reported as a confidential item to the next Governing Body meeting, and shall not be further discussed.



APPENDIX 1

Grievance Pro-Forma Formal Resolution

Section 1: Employee Details

This form should be sent to the Chair of Governors

Name:.....

Contact No:.....

Post:.....

Location:.....

Department:

Section 2: Employee Representative Details

Please detail the name of your representative

Name:.....

Contact No:.....

Section 3: Grievance Details

Please detail your grievance overleaf giving full details of dates, incidents, parties involved, witnesses, circumstances, etc. Additionally, where possible, please ensure that you include or reference the following specific details:

- The date that this issue commenced
- Whether this is a one-off issue, or part of a sequence of events
- Which policies, procedures or employment terms do you believe have been breached
- What action/steps you have taken to resolve the issue informally, when and who with?
- Copies of any relevant documentary information
- What you are looking for as a satisfactory outcome

A) Please state your grievance:



A) Please state what you are seeking as a satisfactory outcome to your grievance



Signed:

Date: