



Staff Grievance Policy and Procedure

Aim

School's Out Henleaze will maintain a well-motivated, highly skilled and professional staff team. However, occasionally action will need to be taken to encourage improvement in individual behaviour and performance.

The scheme will provide a fair and consistent method of dealing with disciplinary incidents. Our aim is always to support and encourage staff, while promoting good employment relations.

Policy

The grievance procedure is separate from the disciplinary procedure. The grievance procedure is designed to assist in resolving concerns, problems or complaints staff may have relating to their work, working conditions or relationship with colleagues. School's Out Henleaze aims to resolve most grievances informally as there is an open policy for communication and discussion. This enables problems and concerns to be raised and settled with line managers during the course of everyday activities.

In some cases, careful and thorough investigation is necessary if concerns are to be satisfactorily resolved. Such investigations may reveal matters requiring action under the disciplinary procedure, or that the grievance is not confined to one individual and it is one which other employees wish to pursue as a collective grievance under this procedure. In such cases, it is still necessary to ensure that grievances are resolved. For this procedure to operate in practice it is important that all staff read the procedure thoroughly and understand its implications before using it effectively and fairly.

Procedure

The procedure for dealing with grievances is similar to that of disciplinary matters. Each stage will be dealt with within ten working days of receipt of the written grievance. A written reply will be given at each stage. For stages 2 and 3 staff may be accompanied by a fellow employee, trade union or other representative.

Stage 1: Formal Grievance

If it is not possible to resolve a grievance informally, the member of staff should formally put the complaint in writing to the Manager stating the nature of the grievance.

Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager or Chair of the Committee.

Stage 2: Grievance Hearing

The Manager or the Chair of the Committee (if appropriate) will hold a meeting with the staff involved to discuss the matter. Employees have the right to be accompanied by a colleague or trade union representative at this meeting if they make a reasonable request. A written reply detailing the decision will be given to him/her/them, subject to



normal availability, within ten working days of the meeting. The employee will have the right to appeal against the decision.

Stage 3: Appeal

If the member of staff feels that the grievance has not been resolved satisfactorily, they may appeal within ten working days of receiving their decision in writing. They should inform the Manager in writing of the reason for appeal. The appeal will be dealt with impartially and, if possible, by a Committee member who has not previously been involved in the case. Staff will then be invited to a second meeting to discuss the appeal. The final decision will be confirmed in writing to the staff concerned to be despatched within ten working days of the appeal meeting. This decision will be final.