



SOMERHILL

GRIEVANCE PROCEDURE POLICY

Owner: HR

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Next Review: September 2021



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Grievance Procedure Policy

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by raising it informally with your manager. Should you not be able to speak to your line manager contact HR to discuss your grievance further. You may be able to agree a solution informally between you.

Formal grievance

If it is not possible to resolve a grievance informally you should raise the matter formally and without unreasonable delay with a manager who is not the subject of the grievance. This should be done in writing and should set out 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 HR, Principal or an independent governor. Contact details for a nominated governor will be furnished to you at your request with their prior agreement.

Grievance meeting

HR will arrange for a formal meeting to be held without unreasonable delay after a grievance is received.

The relevant parties, you and their companions should make every effort to attend the meeting. You should be allowed to explain your grievance and how you think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary.

Allowing to be accompanied at the meeting

You have a statutory right to be accompanied by a work colleague or union representative at a grievance meeting which deals with a complaint about a duty owed by the employer to the employee.

To exercise the statutory right to be accompanied you must make a reasonable request. What is reasonable will depend on the circumstances of each individual case. A request to be accompanied does not have to be in writing or within a certain time frame. However, you should provide enough time for the school to deal with the companion's attendance at the meeting. You should also consider how they make your request so that it is clearly understood, for instance by letting the school know in advance the name of the companion



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where possible and whether they are a fellow employee or trade union official or representative.

The companion should be allowed to address the hearing to put and sum up your case, respond on behalf of you to any views expressed at the meeting and confer with you during the hearing. The companion does not, however, have the right to answer questions on your behalf, address the hearing if you do not wish it or prevent you from explaining your case.

Decide on appropriate action

Following the meeting the school will decide on what action, if any, to take. Decisions will be communicated to you, in writing, without unreasonable delay and, where appropriate, should set out what action the school intends to take to resolve the grievance. You should be informed that you can appeal if you are not content with the action taken.

Appeal

Where you feel that your grievance has not been satisfactorily resolved you are able to appeal. You should let HR know the grounds for your appeal without unreasonable delay and in writing.

Appeals should be heard without unreasonable delay and at a time and place which should be notified to you in advance.

The appeal will be dealt with impartially and wherever possible by a manager (or a governor of the school) who has not previously been involved in the case.

You have a statutory right to be accompanied at any such appeal hearing.

After the meeting the manager (or governor) will give you a decision, normally within 24 hours. The manager's (or governor's) decision is final. The outcome of the appeal will be communicated to you in writing without unreasonable delay.