



SOMERHILL

GRIEVANCE PROCEDURE POLICY

Version Control – Internal Use only

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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.



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Step 1 — Lodging a grievance and conducting an investigation

- The complaint should be put in writing, outlining the alleged incidents — when and where they occurred, the harm caused, the names of any witnesses and the name of the alleged harasser or bully. The complaint should be sent to HR (or if that is not possible because the complaint is against HR) another member of SLT or a member of the governing body.
- If the victim would find it distressing to set out their complaint in writing, then they should contact HR, who will provide assistance.
- HR will be responsible for progressing the complaint and nominating a member of SLT who will investigate the complaint.
- HR will support the nominated SLT member conduct investigatory interviews with the complainant, the individual against whom the complaint has been lodged, and any relevant witnesses. The right to accompaniment will be provided to all those interviewed.
- Those involved in the investigation will submit a full report to HR and the nominated member of SLT.

Step 2 — Grievance meeting

- The employee will be invited to a meeting with HR and a nominated member of SLT, the governing body or an external party to discuss the grievance and the result of the investigator's report.
- The employee has the right to be accompanied by a colleague or trade union official of their choice at the meeting.
- The timing and location of the meeting must be reasonable.
- The employee must take all reasonable steps to attend the meeting.
- The meeting will be conducted in a manner that enables the employee to explain their case and the investigating SLT member to set out the results of the investigation.
- Within a reasonable time period HR will inform the employee of their decision and notify the employee of their right to appeal against that decision if they are not satisfied with it.

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



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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 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.

Step 3 — Hearing the appeal

Where you feel that your grievance has not been satisfactorily resolved you are able to appeal



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- If the employee does wish to appeal, they must inform HR who will inform a member of the governing body who has not been involved in the Step 2 of the grievance or an external, independent party and who will hear the appeal.
- The employee will be invited to attend an appeal meeting.
- The employee has the right to be accompanied by a colleague or trade union official of their choice to the appeal meeting.
- The timing and location of the meeting must be reasonable.
- The employee must take all reasonable steps to attend the meeting.
- The meeting will be conducted in a manner that enables both sides to explain their cases.
- Within a reasonable time period HR will inform the employee of their decision and notify the employee of their right to appeal against that decision if they are not satisfied with it.

The decision following the appeal is final. The outcome of the appeal will be communicated to you in writing without unreasonable delay.

Full records will be kept of the grievance proceedings and copies of meeting records will be given to the complainant.

If at the end of Step 1 the complaint is upheld, HR will instigate proceedings against the person who perpetrated the bullying or harassment. This will be dealt with confidentially and we are not able to share details of our proceedings with other employees.