



“Unlocking the Future”

Toolkit for Grievances

Policy Level and Description:	1	<u>TKAT Statutory Policy</u> NO CHANGES TO THE CORE TEXT ALL Schools require a policy on this topic/area. Only changes to highlighted sections are allowed to the core text – changes will be limited to school name and very limited school-specific details - LGBs to adopt, implement and monitor this policy.	
Reviewed by: <i>(Trust Officer)</i>	Hester Wooller CEO	Reviewed by: <i><u>(School representative)</u></i>	L Henderson Headteacher
Approved by: <i>(Trust Committee/Trust Board)</i>	FAPP	Approved by: <i>(LGB/LGB Committee)</i>	FPP
Trust approval date: <i>(dd/mm/yyyy)</i>	04/07/23	LGB/LGB Committee approval date: <i>(dd/mm/yyyy)</i>	20.10.2023
Review due: <i>(mm/yyyy)</i>	05/2024		

Version	DATE	DESCRIPTION
1		Information and templates
4	01/01/2016	Created Model School Policy and Streamlined the Toolkit accordingly
5	01/02/2017	Reviewed and no changes made
6	10/05/2021	Toolkit separated out into 2 parts – 1. Grievance 2. Bullying & Harassment (now separate toolkit)

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1.

CONFIDENTIAL – Notification of Formal Grievance Form

Date:	_____
Name:	_____
Job Title:	_____
Line Manager:	_____
Preferred form of contact:	_____
Working Days:	_____

Please provide details of your grievance – e.g. date & time of any relevant incidents / names of any witnesses:

What steps have been taken to resolve the matter informally?

What resolution are you seeking e.g. an apology, explanation?

Name of Union Representative or colleague you would like to accompany you to any formal meetings:

Have you spoken to your representative about this issue? Yes No ☐ ☐

Do you give permission for contact to be made with your representative to arrange a

☐ ☐

convenient meeting date, if required?

Yes

No

Signed: _____

Date: _____

Please email or post this form, along with any supporting documentation, to your line manager or Headteacher.

Where the grievance relates to the Headteacher, please send this form to the Chair of Governors.

2. CONFIDENTIAL – Grievance Appeal Form

Date:

Name:

Job Title:

Line Manager:

Preferred form of contact:

Working Days:

Please provide details of your appeal – e.g. failings in process, evidence not considered, etc:

[illegible]

What resolution are you seeking e.g. an apology, explanation?

Name of Union Representative or colleague you would like to accompany you to any formal meetings:

Have you spoken to your representative about this appeal? Yes

No

☐☐

Do you give permission for contact to be made with your representative to arrange a convenient meeting date, if required?

Yes

No

☐☐

Signed: _____

Date: _____

Please email or post this form, along with any supporting documentation, to the Headteacher or Clerk to Governors.

3. Example Letter – Acknowledgement of Grievance Appeal

PRIVATE & CONFIDENTIAL

Grievance Appeal

Dear

In response to your appeal dated (insert date) against the decision concerning your grievance. I write to confirm receipt of your grievance appeal and associated documentation.

Your appeal will be heard by (insert name).

You will be notified as soon as arrangements have been made for the hearing to take place.

Please contact me (insert tel.no:) if you have any questions concerning this matter.

Yours sincerely

Name

Role

4. Example Letter – Invitation to a Grievance Appeal Hearing

PRIVATE & CONFIDENTIAL

Dear

Grievance Appeal

In response to your appeal dated (insert date) against the decision concerning your grievance. I write to confirm the arrangements for your appeal hearing.

The hearing will take place on (insert date) in (insert venue) Please could you arrive at (insert time).

Your appeal will be heard by (insert name), (insert name) will be the HR Advisor and (insert name) will be note taker.

(insert name) will present the management case (insert name/s) may be called as witness/es.

The decision of this grievance appeal hearing is final and there is no further right of review.

Please find attached copies of documents relating to the hearing and a copy of the School's Policy for Grievance.

You are entitled to be accompanied by a trade union representative, staff representative or a work colleague.

You have the right to bring witnesses to the hearing. Please make the necessary arrangements for your witnesses to attend. Names and relevant details of witnesses you intend to call should be notified to.....

Please contact me (insert Tel.No.) if you have any questions concerning this matter.

Yours sincerely

Name
Role

5. Appeal Hearing Process

- a) The Grievance Appeal Panel should aim to meet at least 15 minutes prior to the appeal to ensure they are clear about the procedure to be followed. The Panel should not discuss the appeal or issues relating to it with the manager presenting the case or the employee concerned ahead of the hearing.
- b) The Panel will decide who will act as Chair to the proceedings. The Chair will invite the manager presenting the case and the employee (including the representative) into the room together.
- c) The Chair will open the hearing by introducing those present in the room and their role during the hearing.
- d) If a representative accompanies the employee they should be asked to introduce themselves. If the employee is not accompanied the Chair should confirm that the employee is aware of the right to be accompanied and that this is their decision.
- e) The Chair will ask the employee to present their grievance and call any witnesses. Witnesses should appear one at a time and will only be present while they are being questioned.
- f) The manager presenting the response to the grievance may question the employee (and representative) and any witnesses. The Panel, and its adviser, may also put questions.
- g) The employee (and representative) may re-examine any witnesses. The witnesses should be asked to remain available nearby for possible recall.
- h) The Chair will ask the manager to present the management case and to call their witnesses. Witnesses should appear one at a time and must only be present while being questioned.
- i) The employee (and representative) may ask questions of the manager and any witnesses. The Panel and its adviser may also question those above.
- j) The manager presenting the case may re-examine the witnesses. The witnesses should be asked to remain available for possible recall.
- k) The Chair will invite the employee (and representative) to sum up their case. This may involve bringing together the information already submitted as well as any new facts that have come to light during the hearing and should not include the introduction of any new evidence but could include suggesting new solutions.

- l) The manager presenting the case will then be invited to sum up on the same basis as above.
- m) All present will leave the room while the Panel considers the evidence and reaches a decision. The note taker and any adviser may remain in the room but will not take part in the decision making. Witnesses are told they may leave.
- n) Where further information is required before reaching a decision, or if new issues have emerged which require further investigation, the appeal hearing should be adjourned and reconvened once the information has been obtained and made known to the other parties.
- o) Where the panel feels a decision may take some time, relevant parties are asked not to wait. Otherwise the panel considers all the evidence and reaches a decision straight away. The note taker will record the decision of the panel.
- p) Once the decision has been reached, if still available, the employee (and representative) and the manager presenting the case are recalled and informed of the outcome. Otherwise the outcome decision will be issued in writing.
- q) The outcome of the appeal hearing should be confirmed in writing to the employee as soon as possible or within 10 working days. A copy of the letter should be placed on the employee's personal file.
- r) There is no further right of appeal against the decision of the grievance appeal panel whose decision shall be final.