

Falcons Primary School



Grievance Procedure

Approved by GB: February 2025

*Review Date: June 2030

*Subject to any changes in the interim period which may be made by the Headteacher and brought to the attention of the Governing Body.

School Vision and Ethos Statement

We encourage all members of the Falcons Community to respect one another, to know that everyone has an important part to play in making the school as good as it can be, to take responsibility and be responsible, to strive for excellence and to try one's best in everything we do.

Our vision for Falcons Primary School is to be recognised as a school that values uniqueness, where children are provided with the skills to enable them to become:

- * successful learners
- * responsible citizens
- * creative thinkers and
- * reflective individuals.

SIKH ETHOS

The school draws on the teaching of the Sikh faith and is committed to providing not only an academic education, but one that will also encompass an underlying message of unity, equality and respect. High morals, discipline, love, compassion and selfless service towards all regardless of faith, gender or colour. Falcon School will embrace a universal, inclusive approach to spirituality.

AIMS

To achieve our vision, we aim for all pupils, staff, governors and parents to:

- Work in unity to make Falcons School a welcoming, stimulating and successful school. Encourage good manners, self-discipline and the desire to be enthusiastic learners who grow into forward thinking responsible citizens who respect, value and care for themselves and others.
- Provide an ethos with clear boundaries and expectations, enabling all children to succeed and to reach their full potential confidently, in a safe and supportive environment.
- Become excellent lifelong learners who are independent and prepared for the wider world and aim high to achieve aspirational goals.

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Grievance Procedure – School-based Employees

Contents	Page
Purpose	3
Scope of the procedure	3
Using this procedure	4
Mediation	4
Raising a grievance informally	4
Raising a formal grievance	5
Right of representation	5
Raising an appeal	5
Appeal meeting	6
Retention of written records	6
Review	6

1. Purpose

1.1 The Grievance Procedure is designed to ensure that employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay.

1.2 We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome and give you a right of appeal if you are not satisfied. All issues under this policy must be dealt with speedily, with no unreasonable delays to meetings, decisions or appeals. Reasonable advance notice must be given for any planned meetings and adequate time for preparation should be afforded to the employee.

2. Scope of the procedure

2.1 This procedure applies to employees only of Falcons Primary School, other than in relation to discrimination issues, as set out in paragraph 2.2. It does not apply to agency workers, consultants, self-employed contractors, volunteers or interns

2.2 Where a grievance relates to discrimination, [harassment,] or victimisation, this procedure applies to all staff, including employees, agency workers, consultants, self-employed contractors, volunteers and interns. You may use this procedure to raise a complaint where you have experienced discrimination[, harassment,] or victimisation yourself, or where you have witnessed this happening to someone else. [Issues concerning bullying and harassment can be raised under our Anti-harassment and Bullying Policy.]

2.3 [This procedure has been [agreed **OR** implemented following consultation] with the [NAME OF TRADE UNION, WORKS COUNCIL OR STAFF ASSOCIATION].]

2.4 This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time [[subject to agreement with **OR** following consultation with] the [NAME OF TRADE UNION, WORKS COUNCIL OR STAFF ASSOCIATION]]].

3. Who is responsible for this procedure?

3.1 The Governors have overall responsibility for the effective operation of this procedure but has delegated responsibility for overseeing its implementation to the Headteacher

3.2 Line managers have day-to-day responsibility for this procedure and you should refer any questions about this policy to them in the first instance.

4. Using this procedure

3.1 It is in everyone's interest for problems or concerns to be resolved before they develop into major difficulties for all concerned. Wherever possible, employees should try to resolve any concerns by raising them informally with their line manager. To facilitate this, managers should adopt an open policy for communication and consultation and seek to address and resolve problems and concerns quickly and fairly. However, sometimes this is not possible and this is where the grievance procedure should be used.

3.2 A grievance should be raised within a reasonable timescale of the decision or act causing the complaint. Where the complaint raises issues of a historical nature, it will not normally be dealt with under this procedure, except where the circumstances relate to an on-going matter.

3.3 If you have difficulty at any stage of the procedure because of a disability or because English is not your first language, you should discuss the situation with the manager dealing with the grievance as soon as possible.

3.4 Issues that could cause grievances may include:

- (a) terms and conditions of employment;
- (b) health and safety;
- (c) work relations;
- (d) bullying and harassment;
- (e) new working practices;
- (f) working environment;
- (g) organisational change; and
discrimination.

3.5 This Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure. Our policies are available on the school website.

3.5 We have a separate Anti-harassment and Bullying Policy that may be useful if you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people. Our Anti-harassment and Bullying Policy are available on the school website.

3.6 We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this Grievance Procedure. The Whistleblowing Policy is available on the school website.

5. Mediation

4.1 Mediation can play an important role in resolving problems between managers and employees and between employees themselves. Mediation can be particularly helpful in cases where interpersonal conflict or competing interests form an important element in the situation precipitating the grievance. Managers and employees are encouraged to consider using mediation both at an informal stage and, where appropriate, during the latter, formal stages of the procedure. The School may engage a mediation service from an external source.

6. Raising a grievance informally

5.1 In the first instance, managers and employees should always look to resolve problems in an informal manner and should take a problem-solving and constructive approach to concerns or complaints. As explained in 4.1, managers and employees may wish to consider whether mediation is appropriate whilst the complaint is at an informal stage.

5.2 Managers should adopt an open policy for communication and discussion and seek to address and resolve problems and concerns quickly and fairly.

7. Raising a formal grievance

6.1 If the grievance cannot be resolved informally you should set out the grievance in writing to the Headteacher (who may delegate the matter to a member of the senior management team unless the matter concerns the Headteacher). Where it is not appropriate for the Headteacher to hear the grievance it may be heard by a member of the governing body. A HR Advisor may be present.

6.2 If you are unable to set out the grievance in writing due to a disability or any other reason, please speak to the headteacher.

6.3 The grievance should set out the nature of the grievance including any relevant facts, dates and names of individuals involved. In some situations, we may ask you to provide further information

6. The person dealing with the grievance will arrange a meeting to be held as soon as is reasonably practicable. He/she will liaise with you and/or your representative to arrange a suitable date and time for the meeting. You should make every effort to make yourself available for the meeting.

6.5 The purpose of the meeting is to enable you to re-state your grievance and how you would like it to be resolved and to assist the person hearing the grievance to reach a decision based on the available evidence and the representations made.

6.6 If required, the person hearing the grievance may wish to carry out an investigation following the initial meeting. The amount of any investigation required will depend upon the nature of the complaint and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing documents. You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.

6.7 We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases we will hold a further grievance meeting with you after our investigation and before we reach a decision.

6.8 Following the meeting and/or investigation, you will be informed of the outcome of the grievance in writing, as soon as possible, with reasons, including any action that we intend to take to resolve the grievance.. We will also remind you of your right of appeal.

8. Right of representation

7.1 You may bring a representative to any meeting held under this procedure. The representative may be either a trade union representative or a work colleague. You must inform the person holding the grievance meeting who your chosen companion is, in good time before the meeting.

7.2 At meetings the representative can make representations or ask questions but cannot answer questions on your behalf. You may talk privately with them at any time during the meeting.

7.3 Acting as a companion is voluntary and your colleagues are under no obligation to do so. If they agree to do so they will be allowed reasonable time off from duties without loss of pay to act as a companion.

7.4 Meetings will not be unreasonably delayed due to the non-availability of a chosen representative. If a chosen representative is not available at the time the meeting is scheduled and will not be available for more than five working days afterwards, you will be required to bring an alternative representative. Once arranged meetings will only be postponed in exceptional circumstances.

7.5 [We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.]

9. Raising an appeal

8.1 Where you feel your grievance has not been satisfactorily resolved you may appeal within 10 working days of receiving notification of the outcome of the grievance meeting.

8.2 Your appeal should set out the grounds for appeal in writing to the person notified to you in the outcome letter.

10. Appeal meeting

9.1 An appeal meeting will be arranged as soon as reasonably practicable with members of the governing body not previously involved.

9.2 The purpose of the appeal meeting is to enable you to re-state your grounds for appeal and explain why you are dissatisfied with the outcome of the first meeting providing any supporting evidence. The person who conducted the grievance meeting will be invited to respond to these grounds and should attend the appeal hearing in person, unless there are reasonable grounds not to do so or all parties agree that a written statement would be acceptable.

9.3 You will receive a decision on your appeal in writing, normally within five working days of the appeal meeting.

11. Retention of written records

10.1 A written record of any grievance will be retained along with any decisions taken and any notes or other documents compiled during the grievance process. Records will be treated as confidential and be kept on the employee's personal file. These will be processed in accordance with our Data Protection Policy.

12. Review

11.1 This procedure will be reviewed and updated in line with relevant legislation, case law and emerging good practice.