

# HAVEN HIGH TECHNOLOGY COLLEGE

## GRIEVANCE PROCEDURES

### GOVERNORS' RESPONSIBILITIES

- Part 1 of the School Staffing (England) Regulations state that the governing body must establish procedures 'by which staff may seek redress for any grievance relating to their work at the school.'
- Governors of schools are therefore required to adopt a procedure for dealing with grievances and make this known to staff.

The following procedure is designed to allow all employees at the college to raise grievances concerning their employment and have these dealt with as quickly as possible. Where possible grievances should be resolved informally between the employee and their immediate line manager. Where the grievance remains unresolved following the informal stage, the employee can raise it formally with a more senior level of management.

### EXCLUDED MATTERS

The procedure is not designed to deal with complaints about:

- Disciplinary procedures, unless the complaint concerns the fairness of the process, e.g. discriminatory, or that action was being taken other than on the grounds of conduct.
- Terms and conditions of employment negotiated collectively between the employers and recognised trade unions.
- Personal matters not directly related to the employee's employment with the college.

### INFORMAL PROCEDURE

Where an employee has a grievance they should raise it with their immediate line manager. Where the line manager is unable to resolve the grievance immediately, they must give the employee a response within 7 working days. Most issues should be resolved at this level.

Where a grievance is between individual employees they will be encouraged to discuss concerns between themselves as appropriate.

Records of any informal meetings will be kept by the relevant manager in respect of progressing issues with the aim to resolve matters at this level.

### FORMAL PROCEDURE

#### STAGE ONE

Where the grievance cannot be resolved to the employee's satisfaction they can raise it formally with a more senior level of management. The employee should do this in writing, clearly stating that they want a grievance to be dealt with under the formal grievance procedure and setting out:

- The nature of their grievance
- The solution they want
- The reasons they are dissatisfied with the informal stage.

The manager will arrange a meeting with the employee within 7 working days of receipt of the written grievance. A representative of their trade union or a work colleague may accompany the employee at the meeting. Where the union official is unable to attend on the arranged date, then the manager will re-arrange the meeting to take place within 5 working days of the original meeting date. At the meeting the employee will set out the reasons for their grievance and the solution sought.

Where the manager is unable to give a response at the meeting because the matter requires further investigation or consideration, the meeting will be adjourned. Within 7 working days of the meeting the manager will write to the employee giving a formal response or notify the employee when they will respond if further time for investigation is required. In any event the manager will respond as soon as is practicable.

## STAGE TWO

Where the grievance is not resolved to the employee's satisfaction at stage one, they can proceed to stage two by writing to the manager who dealt with the matter under stage one setting out the reasons why they remain aggrieved and requesting that the matter is considered by the next level of management; normally the Executive Headteacher.

The Executive Headteacher will arrange a meeting with the employee within 7 working days of receipt of the employee's request to proceed to stage two. The same rights of representation as at stage one apply. Where the union official is unable to attend on the date arranged, then the Executive Headteacher will rearrange the meeting to take place within 5 working days of the original meeting date. At the meeting the employee will set out the reasons for their grievance and the solution sought.

Where the Executive Headteacher is unable to give a response at the meeting because the matter requires further investigation or consideration the meeting will be adjourned. Within 7 working days of the meeting the Executive Headteacher will write to the employee giving a formal response or notify the employee when they will respond if more time for further investigation is necessary. In any event the Executive Headteacher will respond as soon as practicable.

## STAGE THREE

Where the grievance is not resolved to the employee's satisfaction at stage two, they can proceed to stage three by writing to the Executive Headteacher setting out the reasons why they remain aggrieved and requesting that the Governing Body considers the matter.

A panel of three to five Governors will hear the grievance as soon as is practicable. The employee will be given 7 working days notice of the hearing and have the same rights of representation as at stage one and stage two. (See appendix 1 for procedure). A HR Advisor may advise the panel. Where the union official is unable to attend on the date arranged, then the hearing will be rearranged to take place within 5 working days of the original hearing date or as soon as is reasonably practicable.

## APPENDIX – PROCEDURE FOR STAGE THREE

- 1) Employee (and work colleague or trade union representative) and the Executive Headteacher and any appropriate manager enter the hearing together.
- 2) Chair of panel introduces the parties present and explains the procedure to be followed.

- 3) Employee (or their work colleague or union representative) states their grievance and the solution they want, presenting evidence and calling witnesses as appropriate.
- 4) Executive Headteacher and any appropriate manager may question employee and witnesses on their evidence.
- 5) Panel may question employee and witnesses on their evidence.
- 6) Executive Headteacher and any appropriate manager respond to the grievance presented by the employee, presenting evidence and calling witnesses as appropriate.
- 7) Employee (work colleague or union representative) may question Executive Headteacher, any appropriate manager and witnesses on their evidence.
- 8) Panel may question Executive Headteacher, any appropriate manager and witnesses on their evidence.
- 9) Executive Headteacher sums up.
- 10) Employee (or work colleague or union representative) sums up.
- 11) Employee (work colleague and trade union representative) and Executive Headteacher and any appropriate manager withdraw whilst Panel consider their decision.
- 12) Panel give their decision orally to the parties and confirm it in writing within 5 working days of the hearing.

The decision of the Panel is final and there are no further rights of appeal.

May 2008

Reviewed May 2009