

Phoenix School Grievance Procedure

Date	Review Date	Coordinator	Nominated Governor

We believe that a grievance is a concern, problem or complaint that an employee has relating to his/her employment or against colleagues. The purpose of this policy is to enable all grievances to be settled fairly and consistently and quickly as possible.

The procedure complies with legislation and affords the opportunity to resolve the issues informally, through discussion with the employee's manager, or formally through the appropriate panel of the Governing Body.

The procedure is designed to reflect the following principles:

- Employees with a grievance about their employment have a right to raise the grievance. All proceedings that follow will remain confidential within the parties concerned.
- Whenever possible, grievances should be dealt with at the informal stages of the procedure.

We understand that raising a grievance can be stressful to all parties involved. Therefore, we aim to deal with the grievance as quickly as possible.

We recognise that at all stages of the procedure employees are entitled to representation from either a work colleague or trade union representative.

We as a school community have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

Aims

- To enable all grievances to be settled fairly and consistently and quickly as possible.
- To work with other schools to share good practice in order to improve this policy.

Responsibility for the Policy and Procedure

Role of the Governing Body

The Governing Body has:

- delegated powers and responsibilities to the Headteacher to ensure all school personnel and stakeholders are aware of and comply with this policy;
- responsibility for ensuring that the school complies with all equalities legislation;
- nominated a designated Equalities governor to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- responsibility for ensuring funding is in place to support this policy;

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- responsibility for ensuring this policy and all policies are maintained and updated regularly;
- responsibility for ensuring all policies are made available to parents;
- the responsibility of involving the School Council in the development, approval, implementation and review of this policy;
- nominated a link governor to visit the school regularly, to liaise with the Headteacher and the coordinator and to report back to the Governing Body;
- responsibility for the effective implementation, monitoring and evaluation of this policy
- in place the following grievance procedures:

Informal Stage

At this stage:

- informal discussions will be held with all parties concerned;
- the employee can be accompanied by a colleague, the staff representative or their trade union official

Presenting the Grievance

If the grievance is not resolved at the informal stage, then the employee must:

- write to the Headteacher outlining full details of the grievance;
- give a copy of the letter to the person that the grievance is against;
- give a copy of the letter to the Chair of the Governing Body if the grievance is against the Headteacher with a copy to the Headteacher

An investigation into the circumstances of the grievance will begin led by either the Headteacher or the Chair of the Governing Body. Once this has been completed then a meeting will be arranged with the employee.

Invitation to the Meeting

The employee will receive a written invitation from the Headteacher or Chair to the meeting within five working days of them receiving the employee's letter of grievance.

However, pending the outcome of the investigation a two week deferment may be sort by the Headteacher or Chair.

The invitation will outline that:

- the employee may be accompanied by a person of their choice;
- the Headteacher or Chair may also be accompanied;
- a deferment of the meeting may be requested if either companion is unable to attend on the date or time specified;
- all relevant papers will be circulated in advance of the meeting

The Meeting

The meeting will be:

- clerked;
- chaired by the Chair of Governors or another person nominated by the Chair if the grievance is against the Headteacher

- The employee will:
 - present his or her case;
 - call any witnesses if necessary;
 - answer any questions
- If the grievance is against the Head or a colleague they will:
 - respond;
 - call any witnesses;
 - answer any questions

- If the grievance is against the Governors the Chair will:
 - respond;
 - answer any questions

- Once this has been done then each party will sum up.
- Both parties then withdraw and a decision should be announced before the end of the meeting.
- Within seven days both parties will receive the decision in writing.
- The employee has a right of appeal if he or she is unhappy with the decision. The letter will outline the appeals process.

The Appeal Process

- If the employee wishes to appeal then they must write to the clerk of the governing body within ten days requesting an appeal hearing.
- The decision of the Appeals Panel is final.
- Within three weeks of receiving the letter a meeting of the Appeals Panel will be convened.
- The meeting will take place at a time convenient for all parties.
- Both parties have the right to be accompanied.
- The meeting will be clerked and the Panel may decide to have professional advice at hand.
- The employee will be heard first followed by the other party.
- Questions will be asked by either party and by the Panel of each party.
- Each side will sum up.
- Both parties then withdraw and a decision should be announced before the end of the meeting.
- Within seven days both parties will receive the decision in writing.

Role of the Headteacher

The Headteacher will:

- ensure all school personnel are aware of and comply with this policy;
- work closely with the nominated governor;
- monitor the effectiveness of this policy;
- annually report to the Governing Body on the success and development of this policy

Role of the Nominated Governor

The Nominated Governor will:

- work closely with the Headteacher;
- ensure this policy and other linked policies are up to date;
- ensure that everyone connected with the school is aware of this policy;
- report to the Governing Body every term;
- annually report to the Governing Body on the success and development of this policy

Role of School Personnel

School personnel will:

- comply with all aspects of this policy;
- implement the school's equalities policy and schemes;
- report and deal with all incidents of discrimination;
- attend appropriate training sessions on equality;
- report any concerns they have on any aspect of the school community

Raising Awareness of this Policy

We will raise awareness of this policy via:

- the Staff Handbook
- meetings with school personnel
- reports such as annual report to parents and Headteacher reports to the Governing Body

Training

We ensure all school personnel have equal chances of training, career development and promotion.

Periodic training will be organised for all school personnel so that they are kept up to date with new information and guide lines concerning equal opportunities.

Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

Monitoring the Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Headteacher and the nominated governor.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement. (See Policy Evaluation)

Linked Policies

▪ Complaints	▪ Staff Capability	▪ Disciplinary Procedure
▪ Induction of New Staff	▪ Whistle Blowing	▪ Equality

Headteacher:		Date:	
Chair of Governing Body:		Date:	

Initial Equality Impact Assessment

Please complete an initial equality impact assessment once this policy has been customised to suit your purposes.

Policy Title	The aim(s) of this policy	Existing policy (✓)	New/Proposed Policy (✓)	Updated Policy (✓)
			✓	

This policy affects or is likely to affect the following members of the school community (✓)	Pupils	School Personnel	Parents/carers	Governors	School Volunteers	School Visitors	Wider School Community

Question	Equality Groups															Conclusion										
Does or could this policy have a negative impact on any of the following?	Age			Disability			Gender			Gender identity			Pregnancy or maternity			Race			Religion or belief			Sexual orientation			Undertake a full EIA if the answer is 'yes' or 'not sure'	
	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS		
	✓			✓			✓			✓			✓			✓			✓			✓			Yes	No
Does or could this policy help promote equality for any of the following?	Age			Disability			Gender			Gender identity			Pregnancy or maternity			Race			Religion or belief			Sexual orientation			Undertake a full EIA if the answer is 'no' or 'not sure'	
	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS		
	✓			✓			✓			✓			✓			✓			✓			✓			Yes	No
Does data collected from the equality groups have a positive impact on this policy?	Age			Disability			Gender			Gender identity			Pregnancy or maternity			Race			Religion or belief			Sexual orientation			Undertake a full EIA if the answer is 'no' or 'not sure'	
	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS	Y	N	NS		
	✓			✓			✓			✓			✓			✓			✓			✓			Yes	No

Conclusion	We have come to the conclusion that after undertaking an initial equality impact assessment that a full assessment is not required.
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Preliminary EIA completed by	Date	Preliminary EIA approved by	Date

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Policy Evaluation

Points to be considered	Yes	No	N/A	Please supply evidence
• Policy annually reviewed				
• Policy in line with current legislation				
• Coordinator in place				
• Nominated governor in place				
• Coordinator carries out role effectively				
• Headteacher, coordinator and nominated governor work closely				
• Policy endorsed by governing body				
• Policy regularly discussed at meetings of the governing body				
• School personnel aware of this policy				
• School personnel comply with this policy				
• Pupils aware of this policy				
• Parents aware of this policy				
• Visitors aware of this policy				
• Local community aware of this policy				
• Funding in place				
• Policy complies with the Equality Act				
• Equality Impact Assessment undertaken				
• Policy referred to the School Handbook				
• Policy available from the school office				
• Policy available from the school website				
• School Council involved with policy development				
• All stakeholders take part in questionnaires and surveys				
• All associated training in place				
• All outlined procedures complied with				
• Linked policies in place and up to date				
• Associated policies in place and up to date				
A statement outlining the overall effectiveness of this policy				