

## **GRIEVANCE POLICY AND PROCEDURES FOR MEMBERS OF THE SUPPORT STAFF**

### **POLICY**

The School recognises that from time to time members of staff may wish to seek redress for grievances relating to their employment. The School's policy is to ensure that grievances can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

### **PRINCIPLES**

Grievances may be with another member of staff, with the Bursar, or with the Governors. They may be relatively minor or of fundamental importance. The following procedures should be adopted for resolving all grievances arising from employment, except where the complaint is of sexual, racial or disability harassment, when the School's separate harassment policy should be used.

A member of staff is entitled to be accompanied by a colleague, or a member of his or her trade union or professional association, or an official employed by a trade union at each stage of the procedure. The member of staff's colleague or representative is allowed to address the meeting to put and sum up the staff member's case, respond on behalf of the staff member to any views expressed at the meeting and confer with the staff member during the meeting. The colleague or representative does not, however, have the right to answer questions on the staff member's behalf, address the meeting if the staff member does not wish it or prevent the School from explaining their case.

There should be regular communication between the school and the individual against whom the grievance has been made throughout the Grievance process.

### **INFORMAL STAGE**

Where a member of staff has a grievance with another member of staff, or with the Bursar, he or she should initially try to resolve that grievance promptly and directly with the other person, or through their Head of Department (HoD).

If a member of staff has a grievance with one or more of the Governors, he or she should raise the matter directly with the Staff Liaison Governor. The member of staff should always advise the Bursar before making such an approach.

The School wishes to encourage quick, informal resolution where possible; however, raising matters in this way, even with the member of staff's HoD, is not the same as formally invoking the Grievance Procedures. The reason why this distinction is important is that the member of staff's obligations/rights under the Grievance Procedures only arise when he/she makes a formal complaint under them. In particular, the member of staff will not have a right of appeal or any right to side-step any part of the Grievance Procedures purely by virtue of the fact that he/she has raised the same matter(s) informally in the past.

### **FORMAL STAGE – PROCEDURES**

Where a member of staff has a grievance with another member of staff, or with the Bursar, or with one or more of the Governors, which has not been settled by means of informal resolution and he or she wishes to invoke a Grievance Procedure formally, the member of staff should follow the stages set out below. Each step and action under the Grievance Procedures will be taken without unreasonable delay.

The member of staff will be given at least 5 working days' notice of meetings arranged under the Grievance Procedures, which will be scheduled for mutually convenient times and at mutually convenient locations. The member of staff must take all reasonable steps to attend the meetings.

The Standard Procedure will apply to most cases, that is, when the member of staff is still within the employment of the School. If his/her employment with the School has ended, and the member of staff wishes to raise a matter about which they have not raised a grievance under the Standard Procedure, they may use the Special Procedure, as set out below. Neither procedure should be used in addition to, or in place of, an Appeal against any disciplinary sanctions imposed under the School's Disciplinary Procedures.

## **GRIEVANCE AGAINST ANOTHER MEMBER OF STAFF**

### **Standard Procedure**

#### **Step 1 – Statement of grievance**

The member of staff should set out his/her grievance in writing, stating what the basis for the grievance is and the remedy sought, and give it to the Bursar through the Personnel Manager.

#### **Step 2 – Meeting**

The Bursar will invite the member of staff to attend a meeting to discuss the grievance, having had a reasonable opportunity to consider the information provided in it. The member of staff may be asked for further information relating to his/her grievance in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance to be stated and thoroughly discussed. It may be necessary to undertake further investigation of the member of staff's grievance, in which case the meeting may be adjourned to enable this to take place, and reconvened within a reasonable period of time.

Following the meeting, the Bursar will aim to give a decision, in writing, within 7 working days: in addition, the member of staff will be advised of their right to appeal against the decision. The Bursar may consult with the Chairman of Governors, the Headmaster or representatives of the member of staff's trade union or professional association, or other members of staff, as appropriate, before reaching a decision.

#### **Step 3 – Appeal**

Should the member of staff be dissatisfied with the Bursar's decision, he or she may appeal by lodging a notice of appeal in writing to the Bursar. The formal notice of appeal should be lodged within 7 working days of receipt of the Bursar's decision, should explain the grounds for the appeal, and be accompanied by a copy of the member of staff's grievance and a copy of the written decision, together with all relevant supporting documents. The Bursar will then refer the appeal to the Headmaster for consideration and the Headmaster will inform the member of staff that the appeal has been received.

After there has been a reasonable opportunity to consider the information, the member of staff will be invited to attend an appeal meeting to discuss his/her grievance appeal. The member of staff may be asked for further information relating to his/her grievance appeal in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance appeal to be stated and thoroughly discussed. Where appropriate, further investigation may take place in which case the meeting may be adjourned to enable this to be undertaken, and reconvened within a reasonable period of time.

Following the meeting, the member of staff will receive the decision in writing of the Headmaster in response to the member of staff's grievance. The decision at this stage is final and there is no further appeal.

### **Special Procedure**

#### **Step 1 – Statement of grievance**

If the member of staff's employment has ended with the School and he/she wishes to raise a grievance, the member of staff should follow the procedure below. This special procedure may also be used to deal with a grievance raised by a current member of staff that is very similar in nature (in terms of time, staff affected and subject matter) to a previous recent grievance whether that grievance was raised by that staff member or another staff member.

The individual must set out his/her grievance in writing, stating what the basis for the grievance is, and hand it or send it by Royal Mail Signed For 1st Class delivery to the Bursar.

#### **Step 2 – Reply**

After the Bursar has had an opportunity to consider the grievance, and the information provided within it, the individual will receive a written response. The decision at this stage is final.

## **GRIEVANCE AGAINST THE BURSAR**

### **Standard Procedure**

#### **Step 1 – Statement of grievance**

The member of staff should set out his/her grievance in writing, stating what the basis for the grievance is and the remedy sought, and give it to the Headmaster. The member of staff should always advise the Bursar before making such an approach.

#### **Step 2 – Meeting**

The Headmaster will invite the member of staff to attend a meeting to discuss the grievance, having had a reasonable opportunity to consider the information provided in it. The member of staff may be asked for further information relating to his/her grievance in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance to be stated and thoroughly discussed. It may be necessary to undertake further investigation of the member of staff's grievance, in which case the meeting may be adjourned to enable this to take place, and reconvened within a reasonable period of time.

Following the meeting, the Headmaster will aim to give a decision, in writing, within 7 working days: in addition, the member of staff will be advised of their right to appeal against the decision. The Headmaster may consult with the Chairman of Governors, the Staff Liaison Governor or representatives of the member of staff's trade union or professional association, or other members of staff, as appropriate, before reaching a decision.

### Step 3 – Appeal

Should the member of staff be dissatisfied with the Headmaster's decision, he or she may appeal by lodging a notice of appeal in writing to the Headmaster. The formal notice of appeal should be lodged within 7 working days of receipt of the Headmaster's decision, should explain the grounds for the appeal, and be accompanied by a copy of the member of staff's grievance and a copy of the written decision, together with all relevant supporting documents. The Headmaster will then refer the appeal to the Staff Liaison Governor for consideration and the Staff Liaison Governor will inform the member of staff that the appeal has been received.

After there has been a reasonable opportunity to consider the information, the member of staff will be invited to attend an appeal meeting to discuss his/her grievance appeal. The member of staff may be asked for further information relating to his/her grievance appeal in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance appeal to be stated and thoroughly discussed. Where appropriate, further investigation may take place in which case the meeting may be adjourned to enable this to be undertaken, and reconvened within a reasonable period of time.

Following the meeting, the member of staff will receive the decision in writing of the Staff Liaison Governor in response to the member of staff's grievance. The decision at this stage is final and there is no further appeal.

## **Special Procedure**

### Step 1 – Statement of grievance

If the member of staff's employment has ended with the School and he/she wishes to raise a grievance the individual should follow the procedure below. This special procedure may also be used to deal with a grievance raised by a current member of staff that is very similar in nature (in terms of time, staff affected and subject matter) to a previous recent grievance whether that grievance was raised by that staff member or another staff member.

The individual must set out his/her grievance in writing, stating what the basis for the grievance is, and give it or send it by Royal Mail Signed For 1st Class delivery to the Headmaster who will acknowledge receipt.

### Step 2 – Reply

After the Headmaster has had an opportunity to consider the grievance, and the information provided within it, the individual will receive a written response. The decision at this stage is final.

## **GRIEVANCE AGAINST THE HEADMASTER**

### **Standard Procedure**

#### Step 1 – Statement of grievance

The member of staff should set out his/her grievance in writing and give it or send it by Royal Mail Signed For 1st Class delivery Delivery to the Staff Liaison Governor via the Clerk to the Governors at Skinners' Hall. The statement of grievance should state what the basis for the grievance is and the

remedy sought. The member of staff should always advise the Headmaster before making such an approach.

### Step 2 – Meeting

The Staff Liaison Governor will invite the member of staff to attend a meeting to discuss the grievance, having had a reasonable opportunity to consider the information provided in it. The member of staff may be asked for further information relating to his/her grievance in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance to be stated and thoroughly discussed. It may be necessary to undertake further investigation of the member of staff's grievance, in which case the meeting may be adjourned to enable this to take place, and reconvened within a reasonable period of time.

Following the meeting, the Staff Liaison Governor will aim to give a decision in writing within 7 working days. The member of staff will also be advised of their right to appeal against the decision. The Staff Liaison Governor may consult with the Chairman of Governors, the Headmaster, or representatives of the member of staff's trade union or professional association, or other Governors, as appropriate, before reaching a decision.

### Step 3 – Appeal

Should the member of staff be dissatisfied with the Staff Liaison Governor's decision he or she may appeal by lodging a notice of appeal in writing with the Clerk to the Governors at Skinners' Hall. The formal notice of appeal should be lodged within 7 working days of receipt of the Staff Liaison Governor's decision, should explain the grounds for the appeal, and be accompanied by a copy of the member of staff's grievance and a copy of the written decision, together with all relevant supporting documents.

The Clerk to the Governors will acknowledge receipt and will then refer the appeal to an Appeal Committee of the Governing Body for consideration, and the Chairman of the Appeal Committee will inform the member of staff in writing that the appeal has been received.

The Appeal Committee will be made up of at least three Governors and will not include the Staff Liaison Governor or any other Governor who has been previously involved. After there has been a reasonable opportunity to consider the information the member of staff will be invited to attend an appeal meeting to discuss his/her grievance appeal. The member of staff may be asked for further information relating to his/her grievance appeal in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance appeal to be stated and thoroughly discussed. Where appropriate, further investigation may take place in which case the meeting may be adjourned to enable this to be undertaken, and reconvened within a reasonable period of time.

Following the meeting, the member of staff will receive the decision in writing of the Appeal Committee in response to the member of staff's grievance appeal. The decision at this stage is final and there is no further appeal.

## **Special Procedure**

### Step 1 – Statement of grievance

If the member of staff's employment has ended with the School and he/she wishes to raise a grievance the individual should follow the procedure below. This special procedure may also be used to deal with a grievance raised by a current member of staff that is very similar in nature (in terms of time,

staff affected and subject matter) to a previous recent grievance whether that grievance was raised by that staff member or another staff member.

The individual must set out his/her grievance in writing, stating what the basis for the grievance is, and give it or send it by Royal Mail Signed For 1st Class delivery to the Clerk to the Governors who will acknowledge receipt and forward it to the Staff Liaison Governor.

### Step 2 – Reply

After the Staff Liaison Governor has had an opportunity to consider the grievance, and the information provided within it, the individual will receive a written response. The decision at this stage is final.

## **GRIEVANCE AGAINST ONE OR MORE OF THE GOVERNORS**

### **Standard Procedure**

#### Step 1 – Statement of grievance

The member of staff should set out his/her grievance in writing and send it by Royal Mail Signed For 1st Class delivery Delivery to the Clerk to the Governors, who will acknowledge receipt, before forwarding it to the Chairman of Governors or, should he be otherwise disqualified, the Deputy Chairman. The member of staff should advise the Headmaster and the Staff Liaison Governor before the approach is made. The statement of grievance should state the basis of the grievance and the remedy sought.

#### Step 2 – Meeting

The Chairman of Governors or his Deputy as appropriate will refer the appeal to an Appeal Committee of the Governing Body for consideration, and the Chairman of the Appeal Committee will inform the member of staff in writing that the appeal has been received.

The Appeal Committee will be made up of at least three Governors and will not include any individual Governor named in the grievance. After there has been a reasonable opportunity to consider the information, the member of staff will be invited to attend a meeting to discuss his/her grievance. The member of staff may be asked for further information relating to his/her grievance in advance of the meeting to enable a proper discussion to take place. Every opportunity will be given for the grievance to be stated and thoroughly discussed. It may be necessary to undertake further investigation of the member of staff's grievance, in which case the meeting may be adjourned to enable this to take place, and reconvened within a reasonable period of time.

Following the meeting, the Chairman of Governors or his Deputy as appropriate will aim to give a decision in writing within 7 working days. The member of staff will also be advised of his/her right to appeal the decision. The Chairman of Governors or his Deputy as appropriate may consult with representatives of the member of staff's trade union or professional association, or other Governors or the Headmaster, as appropriate.

#### Step 3 – Appeal

Should the member of staff be dissatisfied with the resultant decision, he or she may appeal by lodging a notice of appeal in writing to the Chair of the Skinners' Company Education Committee. The formal

notice of appeal should be handed or sent to the Clerk to the Skinners' Company by Royal Mail Signed For 1st Class delivery within 7 working days of receipt of the Chairman of Governors or his Deputy's decision as appropriate, and should explain the grounds for the appeal and the remedy sought, and should be accompanied by a copy of the member of staff's grievance and a copy of the written decisions, together with all relevant supporting documents.

The Chair of the Skinners' Company Education Committee will invite the member of staff to attend a meeting to discuss the grievance appeal, having had a reasonable opportunity to consider the information provided. The member of staff may be asked for further information relating to his/her grievance appeal in advance of the meeting to enable a proper discussion to take place.

Every opportunity will be given for the grievance appeal to be stated and thoroughly discussed. Where appropriate, further investigation may take place in which case the meeting may be adjourned to enable this to be undertaken, and reconvened within a reasonable period of time.

Following the meeting the member of staff will receive the decision in writing of the Chair of the Skinners' Company Education Committee in response to the member of staff's grievance. The decision at this stage is final and there is no further appeal.

### **Special Procedure**

#### **Step 1 – Statement of grievance**

If the member of staff's employment has ended with the School and he/she wishes to raise a grievance the follow the procedure below. This special procedure may also be used to deal with a grievance raised by a current member of staff that is very similar in nature (in terms of time, staff affected and subject matter) to a previous recent grievance whether that grievance was raised by that staff member or another staff member.

The individual must set out his/her grievance in writing, stating the basis of the grievance, and hand it or send it by Royal Mail Signed For 1st Class delivery to the Clerk to the Governors, who will acknowledge receipt, for onward transmission to the Chair of the Skinners' Company Education Committee.

#### **Step 2 – Reply**

After the Chair of the Skinners' Company Education Committee has had an opportunity to consider the grievance, and the information provided within it, the member of staff will receive a written response. The decision at this stage is final.