



GRIEVANCE PROCEDURE

This policy refers to both Wellington Senior School and Wellington Prep School

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GRIEVANCE PROCEDURE

Should an employee at any time have a grievance connected with his or her employment it will be the School's intention to consider and resolve it at the earliest opportunity and to the satisfaction of all concerned wherever possible. The procedure is not contractual but applies to all employees who should familiarise themselves with its provisions. All stages of this process will be dealt with without unreasonable delay.

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 Disciplinary Procedure.

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 the Grievance Procedure

1. Process

1.1 Informal

An employee who has a grievance with any aspect of his or her employment should raise it initially with his or her line manager and the matter will be discussed informally and resolved where possible.

If the employee feels unable to speak to their manager, for example, because the complaint concerns him or her, then they should speak informally to a more senior manager or their Head of Department. If this does not resolve the issue, you should follow the formal procedure set out below.

1.2 Formal

If no satisfactory resolution is possible, or the employee considers they have not been fairly treated, they may raise it in writing to the Head of Department or line manager and it will be treated as a formal grievance. If the matter concerns the employee's Head of Department or line manager, they may raise their grievance directly with a member of the Leadership Team. If the grievance relates to a member of the Leadership Team, they should direct the grievance to the Headmaster. For cases involving the Headmaster, the grievance should be sent to the Clerk to Governors, who in turn will arrange with the Chair of Governors for a suitable Governor to hear the grievance.

The written grievance should contain a brief description of the nature of the complaint, including any relevant facts, dates, and names of individuals involved. In some situations, we may ask you to provide further information so that we can investigate the grievance properly.

When an employee raises a formal grievance, a meeting will be arranged as soon as possible. At the meeting the employee will have the opportunity to explain their grievance and how they think it may be resolved. Depending on the circumstances, the meeting may

be adjourned in order for an investigation to take place. Where the matter needs to be investigated and/or the meeting adjourned, the employee will be given an indication of the likely timescale for receiving a response.

At the meeting, the employee may be accompanied by a colleague or trade union representative of their choice. The employee must tell the person holding the grievance meeting who their chosen companion is, in good time before the meeting. At the meeting, a companion may make representations and ask questions, but should not answer questions on an employee's behalf. Acting as a companion is voluntary and colleagues are under no obligation to do so.

The employee will be informed in writing of the outcome of the grievance and the reasons for the decision. If any action is to be taken as a result of the grievance, the employee will, where possible, be informed.

The decision will be issued as soon as possible following the conclusion of the meeting or following further investigation.

1.2.1 Appeal

If the employee feels that his or her grievance is not satisfactorily resolved, or feels they have been unfairly treated, he or she may, within five working days of the written decision, appeal in writing to the Headmaster. For cases involving the Headmaster, an appeal should be sent to the Clerk to Governors.

An appeal hearing will be convened as soon as is reasonably practicable, and will be heard by the Headmaster, as long as he has not been previously involved. For appeals where there is not a suitable member of staff who has not previously been involved and those that refer to the Headmaster, a panel of up to three Governors (minimum of two) will hear the appeal. The panel will not include the Governor who conducted the original formal grievance meeting.

At the appeal hearing, the employee may be accompanied by a colleague or a trade union representative of their choice.

Whenever possible, a decision of the appeal and the reasons for it will be given within ten working days of the hearing. This decision will be given in writing and will be final.

2. Record Keeping

Written grievances will be placed on an employee's personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process. These will be retained in accordance with the School's Staff Privacy Notice and Retention of Records Policy.

3. References

It is the School's normal policy to provide references on request unless there is a good reason not to do so. All requests for references should be communicated to the Director of HR or the

Headmaster. No reference, whether verbal or written, should be given on behalf of the School by an employee other than with the authority of the Director of HR or the Headmaster.