DEAN CLOSE FOUNDATION

The Dean Close Foundation

Grievance Procedure – All Staff (W016)

Registered Charity No: 1086829

Flourishing Love Courage Contribution

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THE DEAN CLOSE FOUNDATION

GRIEVANCE PROCEDURE – ALL STAFF

1. GRIEVANCE PROCEDURE

This policy has been authorised by the Trustees of The Dean Close Foundation (the ''Charity'') for all of its schools, nurseries and support functions. This policy will be reviewed periodically by the HR Director on behalf of the Board of Trustees. This policy does not form part of the contract of employment.

The Dean Close Foundation encourages the resolution of grievances as quickly as possible and every effort should be made by both parties to resolve the matter informally before commencing the formal grievance procedure.

All complaints and grievances will be dealt with as promptly as possible and both parties should endeavour to reach an agreement at the earliest stage possible.

At any stage of the procedure a member of HR may attend upon request by either the staff member or the manager.

2. CONFIDENTIALITY

Our aim is to deal with grievances sensitively and with due respect for the privacy of any individuals involved. All employees must treat any information communicated to them in connection with a grievance or grievance appeal matter as confidential.

Employees, and anyone accompanying them, must not make electronic recordings of any meetings conducted under this procedure.

3. RAISING GRIEVANCES INFORMALLY

Most grievances can be resolved informally through discussions between the employee and their Line Manager. However, if an employee feels unable to speak with their Line Manager, because for example the complaint concerns them, then the employee should speak to a more senior manager. If this does not resolve the issue, then the employee should follow the formal procedure below.

4. FORMAL GRIEVANCES

If informal measures are unsuccessful then the individual should, in the first instance, raise the matter with their immediate Line Manager, in writing, copying in HR. However, if the grievance relates directly to the immediate Line Manager then the employee should raise their concern in writing to HR.

5. GRIEVANCE HEARING

HR will organise a grievance hearing as soon as practically possible. Attendees at this meeting should be the employee with the grievance, the manager hearing the grievance, HR and the employee's companion, if applicable. Employees have the right to be accompanied, by a fellow employee or trade union official at the formal grievance hearing and subsequent appeal if one is required.

The purpose of the grievance hearing is to enable the employee to explain their grievance and how they feel it should be resolved and to assist the manager hearing the grievance in making a decision based on the available evidence and the representations made by the employee.

If the employee fails to attend the meeting without good reason, the grievance process may be discontinued and the grievance deemed withdrawn.

Following the grievance meeting it may be necessary to carry out an investigation into the grievance. The investigation required may depend on the nature of the allegations and will vary on a case by case basis. This may involve interviewing and taking statements from the employee/other witnesses and/or reviewing relevant documents. This will be done as swiftly as possible but delays can occur due to absence, availability and evidence collation.

Following the meeting and any subsequent investigations, a letter will be sent to the employee confirming what was discussed in brief, noting any conclusions reached and any actions or recommendations taken.

If the employee is dissatisfied with the outcome of the Grievance hearing, they can request an appeal hearing. The time limit for this escalation is five working days from receipt of the grievance hearing outcome letter.

6. APPEAL HEARING

The employee should write formally to HR within five working days of the receipt of their outcome letter. This letter should clearly state the grounds of the appeal, i.e. the basis on which the employee believes that the result of the grievance hearing was wrong or that the action taken as a result was inappropriate.

An appeal hearing will be arranged as soon as is practically possible. Present at the meeting should be an appropriate manager hearing the appeal, the employee, HR and the employee's companion, if applicable. The manager hearing the appeal will not have been involved in any prior decision making in the grievance process.

It may be necessary to conduct further investigations into the appeal and the amount of investigation required would depend on the nature of the allegations made and will vary on a case by case basis.

Following the meeting and any subsequent investigations, a letter will be sent to the employee confirming what was discussed in brief, noting any conclusions reached and any actions or recommendations taken. This should normally be sent within five working days.

The decision taken at this meeting will be final.