



**Doncaster**  
Metropolitan Borough Council

# **GRIEVANCE PROCEDURE**

**For Staff Employed in Schools  
With Delegated Budgets**

People & Performance Improvement

## **GRIEVANCE PROCEDURE**

### **1. INTRODUCTION AND POLICY ISSUES**

#### **1.1 Purpose**

- 1.1.1 This procedure has been developed for employees to use as a guide if they have a grievance relating to their employment. The purpose of such a guide is to enable employees and managers to resolve grievances as quickly and as fairly as possible.
- 1.1.2 It is the responsibility of line managers to deal with grievances and this procedure enables them to be addressed quickly and effectively.
- 1.1.3 Advice and guidance on the process may be sought from People & Performance Improvement (P & PI) or from a trade union representative.

#### **1.2 Scope**

- 1.2.1 The procedure applies to all employees of schools where the governing body has delegated responsibility for the employment and management of staff.
- 1.2.2 Normally this procedure applies to individuals, however where two or more people have a grievance advice should be sought from Human Resources on the appropriate way of addressing the complaint.
- 1.2.3 This procedure should only be used where there is no other procedure under which an employees concern or complaint could be addressed (e.g. recruitment procedure, appeals stages of disciplinary, capability, employee reductions or managing attendance procedures).
- 1.2.4 Where an employee is unhappy about decisions taken under another procedure they may raise a complaint under those procedures and should not raise a separate grievance.
- 1.2.5 Unless there are exceptional circumstances, such as long-term absence, the grievance must be raised within three months of the incident or action occurring.

## 1.3 Key Principles

- 1.3.1 A member of staff who feels aggrieved should initially discuss the matter by direct approach to the member of staff involved, or their line manager, or the head of department, or other appropriate senior member of staff including, if necessary, the head teacher.
- 1.3.2 The dignity of all parties will be respected and honoured in the operation of this procedure.
- 1.3.3 Line managers are responsible for dealing with and resolving employee grievances, wherever reasonably possible. In this regard most concerns and complaints are best resolved informally through normal day-to-day supervision and consideration should be given to the scope for mediation to assist with this.
- 1.3.4 Where it has not been possible to resolve the issues the following procedure will apply.

***(See Fact Sheet: Line Manager's Responsibilities)***

<b>2. STATEMENT OF GRIEVANCE</b>
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- 2.1 A grievance must be submitted in writing to the employee's line manager. (Employees can use the form at **Appendix 1** of this procedure if they wish).

**N.B.** Grievances should **not** be sent to Human Resources, although an HR Consultant will assist the school where necessary in responding to the grievance.

- 2.2 In situations where the grievance is about concerns regarding their line manager, employees are still encouraged to try to resolve the matter with them. Only where the grievance is about the line manager and the employee does not feel able to address the grievance with them should the grievance be addressed to a more senior manager (i.e. 1 tier up from their line manager), or the head teacher. Where a manager would be compromised in dealing with an issue, appropriate measures should be put in place to deal with an issue and/or advice sought.
- 2.3 Where a member of staff has a grievance with the head teacher he/she should, in the first instance, try to resolve the matter by direct approach to the head teacher. If the grievance remains unresolved the matter should be referred to governors.
- 2.4 Where a member of staff has a grievance with the governors which does not involve any other member of the staff, they should submit their grievance in writing to the chair of governors.

**(See Fact Sheet: “Employees’ Entitlements”)**

### **3. Mediation**

- 3.1** Where the parties to a grievance feel it may be useful consideration will be given to mediation to try to resolve the matter in hand.
- 3.2** Consideration can be given to the use of mediation at any point of the procedure. Managers are asked to seek advice from HR before deciding to use this method in an attempt to resolve an issue.

**(See Fact Sheet: “Mediation”)**

### **4. ARRANGE A MEETING**

- 4.1** Once a grievance has been received the line manager will arrange a meeting, without unreasonable delay and at a mutually convenient time, to address the grievance or to explore the scope for mediation. This will normally be held within 15 working days. Any reason for delay should be communicated to the employee/s.
- 4.2** The arrangements for the meeting should be confirmed in writing at least 3 days prior to the meeting and the employee informed of their right to be accompanied by a trade union representative or work colleague.
- 4.3** The line manager, or head teacher, or panel of governors, will conduct the meeting and, where considered necessary, have a Human Resources Consultant, in attendance. The manager is advised to arrange for someone not involved in the case to take a note of the meeting and to act as a witness to what is said.
- 4.4** If the employee, or their representative, is unable to attend the meeting an alternative time/date may be proposed and providing the alternative date is reasonable and mutually convenient, the meeting will be rearranged.

**Note:** If anyone is unable to attend the rearranged date, advice should be sought from Human Resources to consider how to proceed in a way that is fair to all concerned.

- 4.5** All parties involved in the grievance are entitled to be present at the meeting and witnesses can be called as appropriate.
- 4.6** If during the meeting an investigation into the facts is felt to be appropriate the meeting should be adjourned whilst this takes place.

- 4.7 The employee should be informed when they might reasonably expect a response if one cannot be made at the time of the meeting. The response should be confirmed in writing as soon as possible following the conclusion of the meeting, normally within 5 working days and no later than 10 working days, in sufficient detail to enable the parties to understand the reasons for the outcome. They should also be informed of their right of appeal.

**(See Fact Sheet: “Structure & Conduct of Hearings”)**

<b>5. STAGE 3: APPEAL</b>
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- 5.1 An appeal should be made in writing to the manager, head teacher, or governors who dealt with the grievance meeting, within 5 working days of being advised of the outcome of the meeting. Receipt of the appeal should be acknowledged in writing by the school.
- 5.2 The school will then ensure arrangements are made for an appeal.
- 5.3 The arrangements for the appeal should be confirmed in writing, giving at least 3 days notice of the meeting and the employee informed of their right to be accompanied by a trade union representative or work colleague.
- 5.4 The appeal should be heard by someone, or a different panel of governors, who has had no involvement in the previous stages of the grievance.
- 5.5 A response to the appeal should be given in writing as soon as possible, usually within 5 working days, but normally no longer than 10 working days. The letter should include a statement to inform the employee that the appeal was the final stage of the procedure.

**(See Fact Sheet: “Appeals”)**

<b>First Edition: Governor’s Autumn Agenda 2010 Review Date: 2011</b>
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**PRIVATE & CONFIDENTIAL**

**GRIEVANCE FORM - FOR USE BY EMPLOYEES**

PLEASE COMPLETE ALL QUESTIONS ON THIS FORM. MAKE A COPY AT THE SAME TIME AS YOU FILL IT IN AND KEEP ONE COPY, GIVE THE OTHER COPY TO YOUR LINE MANAGER, HEAD TEACHER, OR CHAIR OF GOVERNORS, AS APPROPRIATE.

**NAME OF EMPLOYEE:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_

**SCHOOL** \_\_\_\_\_

**DEPARTMENT:** \_\_\_\_\_

**LINE MANAGER:** \_\_\_\_\_

**WHAT IS YOUR GRIEVANCE?**

**WHAT ACTION HAS ALREADY BEEN TAKEN ON YOUR GRIEVANCE?  
WHO HAS CONSIDERED IT? WHAT WAS THE RESULT?**

**IF THERE IS A PREFERRED OUTCOME YOU ARE SEEKING AND YOU  
WISH TO EXPRESS THAT, PLEASE DO SO BELOW:**

**SIGNED: \_\_\_\_\_**

**DATE: \_\_\_\_\_**