



Policy	Grievance Policy and Procedure
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1. Introduction

- 1.1. This grievance procedure must be read and applied in conjunction with Eastern Multi-Academy Trust's Staffing Policy Statement.
- 1.2. The aim of this procedure is to enable an employee to have their grievance heard and to seek redress as appropriate. The intention is that grievances should be settled quickly and fairly and should be first dealt with as close to the source as possible.
- 1.3. There are a number of issues that can cause grievances at work and these may include working conditions, application or non-application of policies and procedures, environment, relationships with management or colleagues, duties and responsibilities, or work volume. Grievances may relate to discrimination, harassment, bullying or victimisation.
- 1.4. Where the grievance relates to a matter covered by another procedure, for example, pay, probation or whistleblowing, then the matter will be dealt with in accordance with the relevant procedure. This grievance procedure may not be used to complain about dismissal or disciplinary action. An employee who is dissatisfied with any formal warning should submit an appeal under the appropriate procedure.
- 1.5. Where an employee raises a grievance during any existing process or procedure, that process may be temporarily suspended in order to deal with the grievance. However, where the grievance and the existing process are related, it may be appropriate to deal with both issues concurrently. The Principal, Executive Principal, relevant Director of Education or Senior Manager will have the discretion to decide which option is appropriate, in all circumstances.
- 1.6. Those responsible for dealing with employees' grievances will treat them seriously and attempt to resolve them as quickly as possible. There should be no attempt to block an employee's wish to raise the grievance at a higher level.



- 1.7. Employees should recognise that an investigation may be necessary which may delay the process beyond normal time limits.
- 1.8. At any stage of the procedure, the Principal, Executive Principal, relevant Director of Education or Senior Manager may refer to an adviser external to the Trust for guidance to bring about a resolution of the grievance acceptable to both sides outside the formal procedure. Such conciliation is without prejudice to the position of both parties in the procedure.

2. Stages of the Grievance Procedure

2.1. Stage 1: Raising Grievances Informally

- 2.1.1. Most grievances can be resolved quickly and informally through discussion. If an employee feels unable to speak to the person causing the grievance, then the employee should speak informally to their immediate line manager. If this does not resolve the issue, the parties concerned should be offered mediation, prior to moving on to the formal grievance procedure outlined below (Appendix 1).
- 2.1.2. If an employee's grievance is against the line manager personally, the grievance may be referred directly to stage 2, but it would normally be reasonable to inform the line manager of this intention.

2.2. Stage 2: Formal Grievances

- 2.2.1. If an employee is not satisfied their concerns have been addressed informally, the employee should submit a formal grievance. The employee should use the 'Notification of Grievance Form' (Appendix A) to do this and to detail the grounds of their grievance and the remedy that is being sought. The 'Notification of Grievance Form' (Appendix A) details who the grievance should be submitted to.
- 2.2.2. The senior manager to whom the grievance has been submitted will normally meet with the employee to hear the grievance and reply as soon as possible, normally within 10 working days, even if it is only an interim reply pending further investigation.
- 2.2.3. A formal grievance meeting constitutes a formal meeting and should be arranged in conjunction with Eastern Multi-Academy Trust's Staffing Policy Statement.
- 2.2.4. It may be necessary to carry out an investigation into the grievance. The amount of any investigation required will depend on the nature of the complaints and will vary from case to case. It may involve



interviewing and taking statements from the employee, any witnesses, and/or reviewing relevant documents.

2.2.5. The employee must co-operate fully and promptly in any investigation. This may include informing those handling the investigation of the names of any relevant witnesses, disclosing any relevant documents and attending interviews.

2.2.6. An investigation may be started before a grievance meeting is held, where this is considered appropriate. In other cases, a grievance meeting may be held before deciding what investigation (if any) to carry out. If appropriate and/or necessary, in those cases, a further grievance meeting may be held with the employee after the investigation and before a decision is reached.

2.2.7. The written outcome of the grievance meeting will include:

- a) Any further action to be taken
- b) Right of appeal

2.3. Stage 3: Grievance Appeal

2.3.1. The employee has a right of appeal if the grievance has not been resolved to their satisfaction.

2.3.2. Appeals against the outcome of a grievance should be submitted to the line manager of the Principal, Executive Principal, relevant Director of Education or Senior Manager or the Academy Council.

2.3.3. Grievance appeals will be heard by the Principal, Executive Principal, relevant Director of Education or Senior Manager or the Academy Council.

Appendix A: Employee's Notification of Grievance

This form should be used to submit a grievance in accordance with stage 2 of the formal grievance procedure.

Send the completed 'Employee's Notification of Grievance Form' (Appendix A) to your line manager.

If your grievance relates to your line manager, you should send it to the next most senior employee, to whom your grievance does not relate, shown in the list below:

Principal

Executive Principal

Director

Senior Manager

You are advised to keep a copy. Please be aware that the information will, in normal circumstances, be shared with any person/s complained about. Please think carefully about what you write.

Name/s	
Post/s held:	

The nature of your grievance. Please include all relevant facts, dates and names of people involved and any witnesses. (Continue on a separate page, if necessary.)



When did you first raise your grievance, and with whom? Is this a one-off issue or part of a chain of events?

What action has been taken on your grievance at the informal stage (stage 1)?

What steps or action do you want to be taken as a remedy for your grievance?

If you are a member, have you informed your trade union or professional association representative?

Yes or No

If yes: do you wish the representative to receive correspondence?

Yes or No

If yes: please identify the representative and provide email and postal addresses and telephone number:



Representative name:	
Representative email:	
Representative address:	
Representative phone number:	

Printed name:	
Signed:	
Date:	

Appendix B

Mediation guidance from CIPD

There are distinct phases in a mediation.

Firstly, the mediator meets with each party separately to understand their experience of the conflict, their position and interests and what they want to happen next. During these meetings, the mediator will also seek agreement from the parties to a facilitated joint meeting.

In joint meetings: Each party recounts their story uninterrupted and listens to the other party's story. The parties work towards a mutually acceptable solution. The facilitator usually writes an agreement approved by both parties. The mediator will bring the meetings to a close, provide a copy of the agreed statement to those involved and explain their responsibilities for its implementation. If no agreement is reached, other procedures may later be used to try to resolve the conflict.

Changing mindsets

It's important that people are able to express their feelings to the other party about why they feel aggrieved and how the perceived unfair treatment has affected them. Often, they will not have been properly heard before, as avoidance or heated arguments will have prevented this. Feeling heard can be cathartic and hearing the other party's story can positively change feelings about them. However, at some point during a joint meeting, a key stage is for the mediator to move the focus away from the past (grievances and experiences) and towards what the parties want to happen now and in future.

A key way that mediators facilitate this process is to help people to think not in terms of the positions that they adopt in conflict (for example, 'I can never trust you again') and towards the issues that they care about (for example, 'I want to feel that I am supported, not undermined by my colleagues'). These subtle shifts in mindset can be hard to achieve but tend to be powerful. They are central to mediation.

Confidentiality

Anything said during mediation should be confidential to those taking part, unless all parties agree to share specific points, such as agreed actions or arrangements with their colleagues, managers, or HR. This means that a mediator may report to HR that a meeting has successfully taken place but not disclose the detail of what was discussed or agreed. The only exceptions to default confidentiality are where, for example, a potentially unlawful act has been committed or there's a serious risk to health and safety.