



Grievance Procedure

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Adopted by (body): Chair of Staffing & Remuneration Committee

WELLBEING POLICY
DEVELOPMENT
STRATEGY HUMAN PEOPLE
RESOURCES
CHANGE MANAGEMENT
SUCCESSION PLANNING
CONFIDENTIALITY

Collaborate Ability to work effectively as a team

Empower Ability to take initiative and problem solve in order to improve performance

Lead To lead by example and achieve shared goals

Transformation Ability to recognise a need for change and adapt accordingly



CELT Vision

Our vision is for our trust to be a learning organisation in the truest sense.

At the heart of our vision for education is a self-improving school-led system which has the best evidence-led practice and in which every child fulfils their potential. This is a learning community in which:

- Our leaders are driven by moral purpose. They are outwards focused and not afraid to take risks to achieve system transformation. The focus of policy is on continually improving the quality of teaching.
- Our teachers strive to be outstanding. They work across organisational boundaries to promote a collective sharing of knowledge, skills, expertise and experience in order to deepen pupil learning.
- The individual talents and strengths of our pupils are recognised and nurtured. A passion and curiosity for learning is sustained in every child from the moment they join us. A CELT pupil leaves our family of academies with a purpose, and the confidence to fulfil that purpose.
- Our parents are engaged in our learning community and actively work in partnership with us to raise the level of attainment and aspiration of every child.

CELT Mission

“Learning together to help every child achieve more.”

We believe there is no limit to what every child can achieve, and that every child deserves the chance to fulfil their potential.

As a learning community we are on an ambitious journey. We want to deliver a model for education in the 21st century which instils curiosity and a love for learning in every child so that they develop into young adults who contribute to humanity, follow their passions, and think for themselves.

By learning and improving together – as part of a global learning community – we create much richer and more sustainable opportunities for rigorous transformation than can be provided by any one of our academies alone.

**COLLABORATE
EMPOWER
LEAD
TRANSFORM**

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Policy statement

- 1.1 It is the Trust's policy to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. Where you make us aware that you have a complaint we will hold a meeting to discuss it with you, carry out any necessary investigation where required, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.
- 1.2 Issues that may cause grievances include:
- 1.2.1 terms and conditions of employment;
 - 1.2.2 health and safety;
 - 1.2.3 work relations;
 - 1.2.4 new working practices;
 - 1.2.5 working environment;
 - 1.2.6 organisational change;
 - 1.2.7 discrimination.
- 1.3 This procedure does not form part of an employee's contract of employment and it may be amended at any time following consultation. The employer may also vary application of this procedure, including any time scales for action, as appropriate.
- 1.4 The policy has been implemented following consultation with staff and recognised trade unions. It has been formally adopted by the Staffing and Remuneration Committee.

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Who is covered by the procedure?

This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.

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Using this procedure

- 3.1 Employees should raise matters promptly and without unreasonable delay. The employer will deal with matters in the same way.
- 3.2 Complaints that amount to an allegation of misconduct on the part of another employee will be investigated and dealt with under the Disciplinary Procedure, which can be obtained from HR, and you will be informed if this is the case.
- 3.3 This Grievance Procedure should not be used to complain about pay or performance management, dismissal or disciplinary action or the outcomes of other procedures where there will be relevant appeal procedures in place. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Procedure.
- 3.4 Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.
- 3.5 There is a separate Anti-harassment and Bullying Policy that may be useful if you believe you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people.
- 3.6 The employer operates 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 this grievance procedure.
- 3.7 Collective grievances can be made where there are two or more employees with the same grievance. However, issues that are the subject of collective negotiation or consultation with the trade union will not be considered under this procedure.
- 3.8 Where you wish to discuss informally alternatives to a formal grievance process, this should take place confidentially with your line manager/senior leader without undue delay. Any discussions recorded should be kept on a management file for information.
- 3.9 It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This is an informal process which involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.
- 3.10 We offer access to confidential counselling should you require it, which is available on request. The details to access this service can be obtained from the HR team.

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Confidentiality and data protection

- 4.1 It is the aim of the Trust to deal with grievance matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat any information communicated to them in connection with grievance matters as confidential.
- 4.2 Employees, and anyone accompanying them (including witnesses), must not make electronic recordings of any meetings conducted under this procedure.
- 4.3 During any action, including any decisions taken under this procedure, the Trust will collect, process and store personal data in accordance with our data protection policy. The data will be held securely and accessed by, and disclosed to, individuals only for the purposes of completing the grievance procedure. Records will be kept in accordance with our Workforce Privacy Notice, our Retention and Destruction procedures and in line with the requirements of the Data Protection Legislation (being (i) the General Data Protection Regulation ((EU) 2016/679) (unless and until the GDPR is no longer directly applicable in the UK) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998, including the Data Protection Act 2018).

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Raising grievances informally - Step 1

We believe that most grievances can be resolved quickly and informally through open communication and discussion with your Headteacher/Manager. We would always aim to resolve your grievance informally where possible and employees are encouraged to seek informal resolution. If you feel unable to speak to your manager, for example, because the complaint concerns them, then you should speak informally to the Headteacher or a more senior manager. If this does not resolve the issue, you should follow the formal procedure below.

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Formal written grievances - Step 2

- 6.1 If your grievance cannot be resolved informally you should put it in writing and submit it to the Headteacher/Manager, indicating that it is a formal grievance. If the grievance concerns, or is raised by, the Headteacher/Manager it should be submitted to the Trust Lead.
- 6.2 The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations we may need to ask you to provide further information. You should also state what your desired outcome would be to resolve the situation. You should note that where your grievance relates to another employee, in order for them to provide a response they will be given a copy of your grievance.

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Investigations

- 7.1 In some cases it may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the complaint and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigation will usually be carried out by the Headteacher/Manager or someone else appointed by the Headteacher/Manager. In the case of an investigation into a complaint against a Headteacher/Manager the Trust Lead will determine who will carry out the investigation. All Investigating Officers will be provided with guidance regarding the role of the Investigating Officer and principles of carrying out employee investigations in line with ACAS guidance.
- 7.2 You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.
- 7.3 The employer may initiate an investigation before holding a grievance meeting where the employer considers this appropriate. In other cases, we may hold a grievance meeting before deciding what investigation to carry out. In those cases, we will hold a further grievance meeting with you after our investigation and before we reach a decision.

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Right to be accompanied

- 8.1 You may bring a companion or trade union representative to any grievance meeting or appeal meeting under this procedure. The companion may be either a trade union representative or a colleague. You must tell the person holding the grievance meeting who your chosen companion or trade union representative is, in good time before the meeting.
- 8.2 Should you choose to bring a companion or trade union representative to the hearing, you will be responsible for making these arrangements and for providing your companion or trade union representative with any paperwork that they require for the meeting.
- 8.3 At the meeting, your companion or trade union representative may make representations to us and ask questions, but should not answer questions on your behalf. You may request an adjournment to speak to them privately at any time during the meeting.
- 8.4 Acting as a companion is voluntary and your colleagues are under no obligation to do so. If they agree to do so they will be allowed reasonable time off from duties without loss of pay to act as a companion.
- 8.5 If your chosen companion or trade union representative is unavailable at the time a meeting is scheduled, you may propose an alternative time for the meeting to take place and so long as the alternative time is reasonable and within five working days after the original scheduled date or if mutually agreed, we will postpone the meeting. If your chosen companion or trade union representative will not be available for more than five working days afterwards, we may ask you to choose someone else.
- 8.6 We may allow you to bring a companion who is not a colleague or trade union representative (for example, a member of your family) as a reasonable adjustment if you have a disability, or if you have difficulty understanding English.

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Grievance meeting

- 9.1 The employer will arrange a grievance meeting, normally within 10 working days of receiving your written grievance.
- 9.2 You and your companion or trade union representative (if any) should make every effort to attend the grievance meeting. If you or your companion or trade union representative cannot attend at the time specified, you should inform us immediately and we will try to agree an alternative time provided that the alternative time is both reasonable and not more than five working days after the date originally proposed unless mutually agreed.
- 9.3 The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made. Everyone involved in the process is entitled to be treated calmly and with respect. The Trust will not tolerate abusive or insulting behaviour from anyone taking part in grievance procedures and will treat any such behaviour as misconduct under the disciplinary procedure.
- 9.4 After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay.
- 9.5 We will write to you, usually within 5 working days of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

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Appeals - Step 3

- 10.1 If the grievance has not been resolved to your satisfaction you may appeal in writing to the Headteacher/Manager, stating your full grounds of appeal, within 10 working days of the date on which the decision was sent or given to you.
- 10.2 We will hold an appeal meeting without unreasonable delay, normally within 10 working days of receiving your written appeal. Where possible, the appeal hearing will be conducted by a panel of a minimum of two and a maximum of three, consisting of a Senior Manager and/or LGB/Trustees. You have a right to bring a companion or trade union representative to the meeting (see paragraph 8).
- 10.3 The employer will confirm a final decision in writing, usually within 5 working days of the appeal hearing. This is the end of the procedure and there is no further appeal.

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Collective Grievances

11.1 Please refer to collective grievance policy.

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Disciplinary Proceedings

In the event the grievance is upheld (either following the hearing or after an appeal), and if there is evidence to support such a course of action, the nature of the allegations may result in the Trust instigating the organisation's disciplinary policy against individuals identified of potential misconduct as a consequence of this procedure.

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Review of policy

This policy is reviewed and amended annually by the Trust in consultation with the recognised trade unions. We will monitor the application and outcomes of this policy to ensure it is working effectively. An equality impact assessment of this policy will be undertaken to ensure that no groups or individuals with protected characteristics are unintentionally disadvantaged by the policy or practice.

Appendix History of Changes

Version	Date	Page	Change	Origin of Change
1.0	30.11.2022		Original Draft	