

**Grievance Procedure Policy**

The grievance procedure shall apply to all staff. The aim of the procedure is to settle any grievances as quickly, fairly and as amicably as possible and to resolve working problems where normal approaches, through supervision and line management have not worked to the satisfaction of the employee.

Where a worker, paid or voluntary is aggrieved on any matters they should discuss the matter initially with their line manager.

Should the concern not be resolved through supervision or informal discussion with the person directly involved, the concern should be put in writing as a grievance as soon as possible and passed to the line manager. (Should the line manager not be the Executive Head teacher, a copy of the grievance is to be passed to them)

If the grievance concerns their line manager, the employee should inform the Management Committee and/or the Executive Head teacher in writing.

In either scenario, the Management Committee or Line Manager/Executive Head teacher shall acknowledge the grievance in writing within 7 working days. Meeting with both parties will be arranged within 10 working days.

The Line Manager or representative from the Management Group will inform both parties in writing of their decision within 7 working days.

Should you remain dissatisfied with the written response you may raise the grievance with the Chair of the Management Committee or their representative, within 7 working days.

The Chair of the Management Committee and at least one other member of the Management Group shall acknowledge and investigate the complaint. They shall reach a decision and inform both parties in writing within 15 working days.

If the grievance is not satisfactorily resolved at this stage, the management group will appoint 3 people from the group, not previously involved in the complaint, to make a final decision. The final decision will be made and both parties informed in writing within 15 working days.

The decision of this meeting will be sent to you in writing within 5 working days.

**At all stages of the grievance procedure employees may, and are advised to, obtain support and representation from their Trade Union.**