Grievance Policy

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Lead professional: CEO

Polaris
Multi-Academy Trust

GRIEVANCE POLICY

When a problem arises in the workplace, it is in the best interests of everyone to resolve it as soon as possible. The Trust recognises that failure to deal with a dispute can have a serious impact on all staff in terms of lost time, stress and the possible breakdown of the employment relationship.

The Trust hopes that all disputes can be resolved informally at an early stage and for this reason the Trust and employees should both raise issues promptly and not unreasonably delay meetings, decisions or confirmation of decisions.

It is hoped and anticipated that most problems will be sorted out in the normal day to- day contact that employees have with your Line Manager. It is the policy of this Trust to encourage dialogue in an effort to resolve any disputes in the workplace.

Only if this informal stage fails to produce a satisfactory solution should an employee invoke the grievance procedure.

Likewise, the Trust will discuss problems that have arisen relating to a person's employment in that hope that they can be resolved informally and without the need for disciplinary action.

The procedures detailed in this policy provide practical guidance on how to handle disciplinary and grievance situations in the workplace, and should an explanation of this policy be required, an employee should raise this with your Line Manager.

There are occasions when an employee raises a grievance during a disciplinary process. If the two matters are separate, then the Trust may temporarily suspend the disciplinary process, in order to deal with the grievance. If the two matters are related, then the Trust may deem it appropriate to deal with both issues concurrently.

The following procedures are non-contractual in their effect and do not form part of normal terms and conditions of employment unless otherwise stated in your contract of employment. The Trust reserves the right to change the terms of these procedures from time to time and to introduce replacement procedures as may be required.

1. PROCEDURE

1.1 An employee should raise a grievance with your Line Manager, however if that person is the subject of the grievance then it should be referred to the next management level.

1.2 Where a grievance is held by a number of employees, they may nominate one of these people as a representative, and that representative may follow the procedure outlined below on all employees' behalf.

2. INFORM THE TRUST OF THE NATURE OF THE GRIEVANCE

2.1 The employee must write to the Trust with details of their alleged grievance. Where possible this should be sent to your Line Manager (unless they are the subject of the grievance and if this is the case they should write to the next level of management).

2.2 If an employee has trouble putting their grievance in writing, they should ask a work colleague or a trade union representative / trade union official for assistance.

2.3 The grievance letter should provide as much information as possible regarding the complaint to enable the Trust to investigate properly. If the employee wishes to be accompanied at any subsequent grievance meeting, they should make a reasonable request to the Trust.

2.4 Having submitted their letter, an employee must allow the Trust 28 days (unless otherwise exempt from going through the process) in which to respond.

3. HOLD A MEETING WITH THE EMPLOYEE

3.1 An employee will be invited to at least one meeting when the alleged grievance will be discussed.

3.2 The time and place of any meeting will be agreed between the employee and the Trust but must be reasonable to both parties.

3.3 If the Trust requires more information to enable a thorough investigation of the grievance, then the employee will be asked to provide further details either in writing or at a meeting however, the meeting may have to be adjourned for further investigation before the Trust can notify the employee of an outcome.

3.4 At the meeting, the employee will be given an opportunity to explain their grievance and how they think it can be resolved.

3.5 Minutes will be taken at the meeting and both the employee and Trust will be asked to sign a copy of these to confirm they are an accurate record of discussions. Employees will be provided with a copy of the minutes for any meeting they were present at.

3.6 Employees must take all reasonable steps to attend meetings and are entitled to be accompanied by a work colleague or a trade union representative / trade union official.

3.7 If the accompanying person is unable to attend a hearing at the given date and time, then the employee will be permitted to postpone the hearing for up to five days from the date offered.

3.8 After the meeting the Trust will notify the employee of a decision in writing without unreasonable delay. Employees have a right to appeal any decision they are not satisfied with and should do so within five working days of receiving the outcome.

3.9 Should an employee fail to attend a meeting without good reason, a decision may be made in their absence.

4. HOW TO TAKE THE GRIEVANCE FURTHER IF YOU FEEL IT HAS NOT BEEN RESOLVED

4.1 If an employee considers that their grievance has not been satisfactorily resolved, they must inform the Trust that they wish to appeal.

4.2 An appeal must be lodged in writing within five working days of being notified of the decision.

4.3 An appeal meeting will be convened without unreasonable delay and will, where possible, be heard by someone more senior than the person who conducted the initial hearing. Where this is not possible, the same person will hear the appeal as attended the grievance meeting, but they will act as impartially as possible.

4.4 As previously, employees are entitled to be accompanied by a work colleague or a trade union representative / trade union official.

4.5 Following the meeting, the decision will be communicated in writing without unreasonable delay.

4.6 This decision is final.

Any malicious or vexatious abuse of the grievance procedure may be treated as a disciplinary offence.