



## **Grievance Procedure**

Date Reviewed:	September 2025
Next Review Date:	September 2026
Policy Owner:	Mrs Gemma Mitchell
Ratified @ FGB & Date:	Full Governing Board 14.10.2024

### **Mission Statement**

We are committed to providing a supportive, enjoyable and family style environment in which every child is nurtured and encouraged to achieve their potential through a broad-based curriculum and opportunities for developing sporting, dramatic, artistic and musical talents.

### **Statement of Aims & Objectives**

- To enable each child to fulfil their own academic and personal potential.
- To instil in every child the importance of developing personal initiative and to foster in them a belief that they can fulfil their potential in any area of school life.
- To provide a broad based academic and extra-curricular education that is delivered in such a way as to satisfy the learning needs of each and every pupil.
- To help each pupil to develop both a set of Christian values and an understanding and appreciation of other religious beliefs.
- To learn the difference between right and wrong and to appreciate that rights and responsibilities are equally balanced.
- To develop and promote a sense of caring and community between the pupils within the school and the wider community as a whole.
- To instil in each pupil a high degree of self-respect and respect for their fellow pupils, teachers and other adults.
- To prepare each child for the transition to the next stage of their education and to be able to take advantage of any opportunities as they present themselves.



## Oakhyrst Grange School

### Safeguarding

Oakhyrst Grange School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. At this school we respect and value all children and are committed to providing a caring, friendly and safe environment for our pupils so that they can learn in a relaxed and secure atmosphere. We believe that every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Oakhyrst Grange School. We recognise our responsibility to safeguard all who access school and promote the welfare of all of our pupils by protecting them from physical, sexual and emotional abuse, neglect and bullying. This should be read in conjunction with the Safeguarding Policy.

All staff will be asked to complete training annually following KCSIE updates. Further safeguard training will take place throughout the year. All staff must wear their lanyards at all times.

The Safeguarding governor is: Pauline Clark [Pauline.clark@oakhyrstgrangeschool.co.uk](mailto:Pauline.clark@oakhyrstgrangeschool.co.uk)

DSL: Roxann Dowling (Head of EYFS) 07746135233

DDSL: Gemma Mitchell (Headteacher) 07786 393228

DDSL: Faye Dance (Deputy Headteacher) 07415 359114

[dsl@oakhyrstgrangeschool.co.uk](mailto:dsl@oakhyrstgrangeschool.co.uk)



## Oakhyrst Grange School

### **1. About this procedure**

- 1.1 We consider it important that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied. The purpose of this procedure is to set out how employees can raise a grievance and how we will investigate and deal with grievances. The School will follow the ACAS Code of Practice on Disciplinary and Grievance Procedures (2024) to ensure fairness and compliance.
- 1.2 For the purposes of this policy the line management for teaching staff and assistants is as follows, TA, Teacher, Senior Leadership Team, Headteacher, Board of Governors. For non-teaching staff, the line management should be as follows, the Bursar, Headteacher, Board of Governors.
- 1.3 This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

### **2. Who does this procedure apply to?**

- 2.1 This procedure applies to employees only. It does not apply to agency workers, consultants, self-employed contractors, volunteers or interns.

### **3. Who is responsible for this procedure?**

- 3.1 The Board of Governors has overall responsibility for the effective operation of this procedure but has delegated responsibility for overseeing its implementation to the Headteacher. Suggestions for change should be reported to the Headteacher.
- 3.2 The Senior Leadership Team has day-to-day responsibility for this procedure and you should refer any questions about this policy to them in the first instance.

### **4. Using this procedure**

- 4.1 Issues that could cause grievances may include:

- (a) terms and conditions of employment;
- (b) health and safety;
- (c) work relations;
- (d) bullying and harassment;
- (e) new working practices;
- (f) working environment;
- (g) organisational change; and



## Oakhyrst Grange School

(h) discrimination.

- 4.2 This Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.
- 4.3 If you have difficulty at any stage of the Grievance Procedure because of a disability or because English is not your first language, you should discuss the situation with a member of the Senior Leadership Team as soon as possible.
- 4.4 Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process. These will be processed in accordance with our Data Protection Policy. Employees are encouraged to raise concerns as early as possible to allow prompt resolution.

### **5. Raising grievances informally**

Most grievances can be resolved quickly and informally through discussion with a member of the Senior Leadership Team. If you feel unable to speak to a member of the Senior Leadership Team because the complaint concerns them, then you should speak informally to another member of the Senior Leadership Team or the Headteacher. If the concern or complaint is about the Headteacher, you should bring this to the attention of the Chair of the Board of Governors. If this does not resolve the issue, you should follow the formal procedure below. At the informal stage, the employee should give consideration to the resolution they are seeking and make this clear as part of the informal discussion(s). The Senior Leadership Team (or Headteacher or Chair of the Board of Governors if applicable) responsible will endeavour to resolve the matter informally. Although discussions at this stage are informal, they should record the discussions in writing and provide a copy of the notes to the employee.

### **6. Formal written grievances**

- 6.1 If your grievance cannot be resolved informally you should put it in writing and submit it to the Headteacher or Bursar, indicating that it is a formal grievance. Written grievances should normally be submitted within a reasonable timeframe of the incident or issue arising (e.g. within 3 months).
- 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 ask you to provide further information. You should include the outcome or resolution you are seeking. We will acknowledge receipt of your grievance in writing.

### **7. Investigations**

- 7.1 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 allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing



## Oakhyrst Grange School

relevant documents. The investigation may be carried out by the Senior Leadership Team or someone else appointed by us. The investigation will be conducted by someone other than the person chairing the grievance meeting or appeal hearing. The investigation must be impartial and reasonable, ensuring equality and fairness under the Equality Act 2010.

- 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 We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases, we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, we will hold a further grievance meeting with you after our investigation and before we reach a decision.
- 7.4 A written record of any investigatory meeting will be kept. Once the investigation is concluded, the person investigating will provide their findings to the person responsible for hearing the grievance.
- 7.5 Where a grievance has been raised against another individual, the details of the grievance will normally be disclosed to that individual so that they may respond to it as part of the investigation.

### **8. Right to be accompanied**

- 8.1 At investigatory meetings, the right to be accompanied does not apply.
- 8.2 At the hearing or appeal meeting, you have the right to be accompanied. Your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may talk privately with them at any time during the meeting. A legal representative cannot accompany you to any meeting. In line with ACAS guidance, the companion should normally be a colleague or a certified trade union representative. A family member may accompany only at the School's discretion where appropriate.
- 8.3 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.
- 8.4 If your chosen companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose someone else.
- 8.5 We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.



## Oakhurst Grange School

### **9. Grievance meetings**

- 9.1 Following the conclusion of any investigation, a formal grievance meeting will be arranged without unreasonable delay. If no investigation has been considered necessary, a meeting will usually be held as promptly as possible. You will be given at least five working days' written notice of the meeting. You will, if appropriate, be provided with any evidence collected during any investigation, prior to the meeting.
- 9.2 You and your companion (if any) should make every effort to attend grievance meetings. If you or your companion cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time.
- 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. The grievance meeting will usually be held by the Headteacher or a Member of the Board of Governors. A senior administrative staff member will be present to take notes and, if necessary, the person who investigated the matter may also attend. Notes will be made at the meeting.
- 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.

### **10. Appeals**

- 10.1 If the grievance has not been resolved to your satisfaction you may appeal in writing to the person named within the outcome letter, stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you. An appeal may be made on the grounds of procedural irregularities, perceived unfairness of the outcome or new evidence has come to light.
- 10.2 We will hold an appeal meeting as soon as reasonably practicable. The appeal should be submitted to the Chairman of the Board of Governors and the appeal will be conducted by someone other than the person who investigated the matter or chaired the grievance meeting. They may ask anyone previously involved to be present. You have the right to bring a colleague or trade union representative to the meeting. Appeals should normally be heard within 10–15 working days and by governors not previously involved in the case.



## Oakhurst Grange School

- 10.3 We will confirm our 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.

### **11. General**

- 11.1 The School recognises that a formal grievance procedure can be a stressful and upsetting experience for all parties involved. All parties involved in a formal grievance process are entitled to be treated courteously and with respect. The School will not tolerate abusive or insulting behaviour from any person taking part in or conducting grievance procedures and will treat any such behaviour as misconduct which could result in disciplinary action being taken.
- 11.2 Grievances raised by employees should be treated as confidential by all parties involved and should not be discussed with other employees unless necessary for the investigation or resolution of the grievance.
- 11.3 Occasionally it may not be reasonably practicable to comply with the time limits specified above in which case they may be varied by agreement between the School and the employee.
- 11.4 If an employee decides not to pursue a grievance any further at any stage during this procedure, this will be recorded in writing, and any other parties involved in the grievance notified accordingly.
- 11.5 Any complaints or grievances found to be false or malicious and made in bad faith may result in disciplinary action being taken.
- 11.6 Written grievances will be placed on the personnel file of the employee who submitted the grievance, along with a record of any decisions taken (irrespective of the outcome) and notes or documents gathered during the process.

Neither the School nor the employee who raises the grievance (including their companion) may make any electronic recording of any meetings or hearings conducted under this procedure. Confidentiality must be respected at all stages, and records retained in line with the Data Protection Act 2018 / UK GDPR, then securely destroyed when no longer required.

This Policy is subject to regular review.