

The Lotus Academy Trust



Supporting children to find opportunities in every difficulty

The Damara School



Specialist SEMH Independent School

Staff Grievance Policy and Procedures

Approved by: Trust Board

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1. Aims

This policy aims to enable employees to raise concerns about workplace issues without fear of victimisation and repercussion, and to ensure all grievances are dealt with fairly and objectively.

2. Legislation and guidance

We are required to set out grievance procedures under general employment law.

These grievance procedures are based on the [disciplinary and grievance code of practice from Acas](#).

3. Definitions

A **grievance** is a concern, problem or complaint raised with the organisation by an employee. It can be caused by issues such as working conditions, health and safety concerns, bullying or discrimination or work relations. This policy does not cover issues raised by people who are not employed by the organisation, as this would fall under our complaints procedure

4. Grievance procedures

We are committed to dealing with grievances fairly and objectively. Employees will be protected from discrimination or victimisation after raising a work-related grievance.

4.1 Informal stage

In the first instance, we will aim to resolve an employee's grievance informally with their line manager. If the member of staff's concerns relate to their line manager they should discuss the issue with the line manager's manager.

It may be necessary for the member of staff who has raised a grievance to attend a meeting to discuss the concerns in more detail. However, this will be determined on a case-by case basis.

4.2 Formal stage

If it is not possible to resolve the matter informally, employees should set out their grievance in writing to their line manager. If the subject of the grievance is the line manager, the employee should submit the written grievance to an alternative, preferably senior, manager.

Upon receipt of a grievance, an investigating officer will be appointed. This will be an independent individual with no prior knowledge of the complaint.

A grievance panel will also be appointed. This group of people will be separate from the investigating officer and will be chaired by an independent individual, with no prior knowledge of the complaint.

The investigating officer will undertake a grievance investigation and will make a recommendation.

A formal meeting will be arranged within 10 working days after the grievance has been raised. At the meeting, the employee will be given the opportunity to explain their grievance and how they think it should be resolved.

The Panel will consist of the CEO and chair of the trust/governing board

Employees have a statutory right to be accompanied by a companion at a grievance meeting. The companion must be a work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings.

4.3 Deciding on appropriate action

The meeting will be adjourned and the grievance panel will reflect on it before coming to a decision.

This decision will be communicated to the employee in writing within 5 working days. It will set out the action that will be taken to resolve the grievance. It will also inform the employee that they can appeal if they are not satisfied with the outcome, and explain how to do this.

4.4 Appeals

If the employee is not satisfied with the outcome of the grievance they have the right to appeal the decision.

The employee should set out their grounds of appeal in writing as soon as possible and submit this to the Headteacher.

A grievance appeal panel will be appointed. This will be a group of people independent from any previous stage of the grievance procedure.

Appeals will be heard without unreasonable delay. Employees will be told the time and place of the appeal meeting in advance.

Employees have the same statutory right to be accompanied to the appeal meeting by a work colleague, trade union official, or trade union representative who has been certified as being competent to attend such meetings.

The outcome of the appeal will be confirmed in writing to the employee within 7 working days.

5. Record keeping

Minutes will be kept of all meetings. Where possible, these will be confirmed as an accurate reflection of what was discussed during the meeting.

Records of all materials relating to the grievance process will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and records management policy.

6. Monitoring arrangements

This policy will usually be reviewed every 3 years but can be revised as needed. It will be reviewed by the CEO and trustee/governor responsible for statutory compliance and leadership and management.

This policy will be approved by full trust/governing board.

7. Links with other policies

This policy links with our policies on:

- Staff disciplinary procedures
- Complaints procedure, which sets out how grievances will be raised by those not employed by the organisation
- Equality of opportunity and anti discriminatory
- Staff code of conduct