



EVERYONE MATTERS  
SCHOOLS TRUST

# Grievance Policy

## Everyone Matters Schools Trust Central Policy



<b>Policy Owner</b>	CEO and Trustees
<b>Scope of the Policy</b>	Trust wide
<b>Last reviewed by trustees</b>	<b>March 2025</b>
<b>Next review due</b>	<b>March 2027</b>
<b>Summary of key changes</b>	No changes
<b>Committee Responsible</b>	Trustees

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HEAD OFFICE  
HIGHER LANE RAINFORD ST HELENS  
MERSEYSIDE WA11 8NY  
COMPANY NO: 10455406 10455406

## 1 SCOPE AND PURPOSE

- 1.1 It is the policy of the **School** 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. The **School** aim to investigate any formal grievance raised, hold a meeting to discuss it with the employee, inform them in writing of the outcome, and give a right of appeal if they are not satisfied.
- 1.2 This procedure **cannot** be used to:
  - 1.2.1 complain about the use of any other procedure or process (e.g. disciplinary, capability, restructuring etc) in relation to the employee whilst that procedure is being followed;
  - 1.2.2 appeal against any formal or informal disciplinary sanction;
  - 1.2.3 appeal against any decision to terminate an employee's employment whether on grounds of ill-health, incapacity, redundancy, poor performance or other grounds;
  - 1.2.4 appeal against selection for redundancy;
  - 1.2.5 complain about any matter that forms a collective grievance where the appropriate mechanism is for representations to be made by the appropriate trade union representatives;
  - 1.2.6 complain about any matter which is properly the subject of a statutory consultation process;
  - 1.2.7 complain about matters which have been or should have brought under the **School's** Whistleblowing Policy or
  - 1.2.8 complain about matters which are more than three months old (though this shall not prevent an employee referring to matters more than three months old in relation to a grievance which is otherwise live).
- 1.3 This policy should be read in conjunction with the Dignity at Work Policy.
- 1.4 This procedure may be used to appeal against any decision taken under the Pay Policy although such step would be dealt with at Stage 2 of this policy.
- 1.5 The **Trust** may delegate their authority in the manner set out in this procedure.
- 1.6 The primary purpose of this procedure is to resolve current grievances.

- 1.7 The primary purpose is not to make findings of fact on historical matters (though this may be required in resolving some grievances).
- 1.8 The **School's** focus is on the remedial steps required to resolve a grievance.
- 1.9 The **School** shall not normally seek to resolve grievances raised after an employee has ceased to be an employee, under this procedure.

## 2 WHO IS COVERED BY THIS POLICY?

- 2.1 This policy covers all employees at all levels and grades, including senior managers, officers, employees, trainees, part-time and fixed-term employees (collectively referred to as **employees** in this policy).
- 2.2 It does not apply to agency staff and self-employed contractors.

## 3 WHO IS RESPONSIBLE FOR THE POLICY?

- 3.1 The **Trust** has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. The **Trust** has delegated day-to-day responsibility for operating the policy and ensuring its maintenance and review to the **Principal/Head Teacher**.
- 3.2 The **Senior Leadership Team** has a specific responsibility to ensure the fair application of this policy and all members of staff are responsible for supporting colleagues and ensuring its success.

## 4 INFORMAL RESOLUTION

- 4.1 Before raising a formal grievance under this procedure, an employee should try to resolve the matter informally either through **their/the line manager/Senior Leadership Team** or, where possible, with the other party. If this does not resolve the issue, an employee should follow the formal procedure below.

## 5 GRIEVANCE MANAGERS

The Grievance Manager where possible should be someone not personally involved in the matter which is the subject of the grievance and will be appointed as follows on the basis of the subject matter of the grievance:

Your grievance relates to	Stage 1 Grievance Manager	Stage 2 Grievance Manager
Pupils, parents or staff (other than the <b>Principal/Head Teacher</b> )	The <b>Principal/Head Teacher or nominated SLT member</b>	

		<b>Chair of Governors/Chair of Trustees/Chief Executive Officer</b>
<b>The Principal/Head Teacher</b>	<b>The Chair of Governors/Chair of Trustees/Chief Executive Officer</b>	<b>Governor/Trustee'</b> Appeal Panel appointed by the <b>Chair of Governors/Chair of Trustees/Chief Executive Officer</b>
<b>A Governor/Trustee (other than the Chair of Governors/Chair of Trustees/Chief Executive Officer)</b>	<b>The Chair of Governors/Chair of Trustees/Chief Executive Officer</b>	<b>Governor/Trustee'</b> Appeal Panel appointed by the <b>Chair of Governors/Chair of Trustees/Chief Executive Officer</b>
<b>The Chair of Governors/Chair of Trustees/Chief Executive Officer (or a group of Governors/Trustees including the Chair of Governors/Chair of Trustees/Chief Executive Officer)</b>	<b>The Vice Chair of Governors/Chair of Trustees/Chief Executive Officer or another non-staff Governor/Trustee (other than the Chair of Governors/Chair of Trustees/Chief Executive Officer) nominated by the Clerk to Governors</b>	<b>Governor/Trustees'</b> Appeal Panel appointed by the <b>Vice-Chair of Governors/Chair of Trustees/Chief Executive Officer (or the Clerk to Governors if the matter relates to the Vice-Chair of Governors/Chair of Trustees/Chief Executive Officer)</b>
<b>The whole body of Governors/Trustees</b>	<b>A panel of Governors/Trustees</b>	<b>Governor/Trustee Appeal Panel</b>

This may be subject to change depending on the circumstances of the case.

## 6 FORMAL GRIEVANCE

### 6.1 Stage 1

6.1.1 If an employee has not been able to resolve a problem through informal discussions, they should submit a formal grievance to their **line manager**, Senior Leadership Team member or the **Principal/Head Teacher**.

6.1.2 A Grievance Manager should be appointed.

6.1.3 The Grievance Manager will arrange to meet with the employee as soon as possible but normally within 10 days to discuss the grievance and the steps needed to investigate the concerns raised. Some investigation may have already been carried out by the Grievance Manager at the time of the Grievance Meeting.

6.1.4 After this meeting, the Grievance Manager will confirm a response in writing.

## 6.2 **Stage 2**

6.2.1 If an employee is not satisfied with the Stage 1 Grievance Manager's response, they can appeal by sending a letter of appeal to the **Principal/Head Teacher** within 5 working days of the response being sent to them.

6.2.2 The **Principal/Head Teacher** will formally appoint a different Grievance Manager, following (wherever possible) the guidance in Paragraph 6 above.

6.2.3 The Stage 2 Grievance Manager will arrange for a meeting with the employee as soon as possible, but normally within 20 days.

6.2.4 After this Grievance Meeting, the Stage 2 Grievance Manager will confirm a response in writing. The decision of the Stage 2 Grievance Manager is final and there will be no further right of appeal.

## 7 **GOVERNOR/TRUSTEE'S APPEAL PANEL**

7.1 The **Governor/Trustees'** Appeal Panel shall comprise two or three non-staff [**Governors/Trustees**] not previously involved in the matter.

7.2 In the event that there are insufficient numbers of **Governors/Trustees** available to participate in the Panel, the **Chair of Governors/Chair of Trustees/Chief Executive Officer** or Vice-Chair of **Governors/Trustees** as appropriate may appoint associate members.

## 8 **RIGHT TO BE ACCOMPANIED**

8.1 An employee who has presented a formal grievance, can be accompanied at any meetings under this procedure by a companion who must be either a willing work colleague and/or an accredited trade union representative of a union recognised by the School.

- 8.2 An employee must let the relevant Manager know who their companion will be at least 2 working days before the relevant meeting.
- 8.3 If an employee has any particular need, for example, a disability which causes them a substantial disadvantage, adjustments may be made to the procedure to allow them to participate and in limited circumstances this may include allowing them be accompanied by someone else other than is listed in paragraph 9.1.
- 8.4 Your companion can address the meeting in order to:
- 8.4.1 put forward the employee's case
  - 8.4.2 sum up the employee's case
  - 8.4.3 respond on the employee's behalf to any view expressed at the meeting.
- 8.5 The companion can also confer with the employee during the meeting.
- 8.6 The companion has no right to answer questions on the employee's behalf, or to address the meeting if the employee does not wish it, or to prevent the employee from explaining their case.
- 8.7 Where an employee has identified their companion to the relevant Manager and the companion has confirmed in writing to the relevant Manager that they cannot attend the date or time set for the meeting, the relevant Manager will postpone the meeting for no more than five days from the date set by the School to a date or time agreed with the companion provided that it is reasonable.

## 9 **CONFIDENTIALITY AND TRANSPARENCY**

- 9.1 Proceedings and records of any grievance will be kept as confidential as possible but employees must appreciate that circumstances can mean that grievances cannot always be dealt with on an entirely confidential basis.
- 9.2 A grievance raised could result in the instigation of disciplinary action in respect of another employee. To protect the confidentiality of that process, the **School** may not be able to inform the employee of the fact of the disciplinary process or of the disciplinary action which has been taken as a result of the grievance.
- 9.3 An employee should not disclose the fact of or content of any grievance to any employee or third party without the express consent of the Grievance Manager (except that an employee is allowed to approach a prospective companion or your trade union representative).
- 9.4 At the conclusion of the grievance and after any related disciplinary or other processes have been completed, a report will be presented to the non-staff

**Governors/Trustees** at a full meeting of **Governing Body/Trust** as a confidential item.

## 10 **TIMING OF MEETINGS**

10.1 Meetings under this procedure may:

10.1.1 need to be held when the employee is timetabled to teach;

10.1.2 exceptionally be held during planning preparation and administration (**PPA**) time if this does not impact on lesson preparation provided that the appropriate PPA time is given back to the affected employee;

10.1.3 be held after the end of the school day;

10.1.4 not be held on days on which an employee would not ordinarily work.

10.2 Meetings may take place in the absence of an employee in the event they are not able to attend a scheduled meeting and it is considered appropriate by the Trust to do so in the relevant circumstances.

## 11 **VENUE FOR MEETINGS**

11.1 If a complaint raises sensitive issues, the Grievance Manager may hold the meeting off the **School** site.

## 12 **INDEPENDENT MEDIATION**

12.1 As part of a resolution of a grievance, a Grievance Manager may propose independent mediation particularly in situations where there are personality clashes between employees.

## 13 **FALSE, VEXATIOUS OR MALICIOUS GRIEVANCES**

13.1 Making a false, vexatious or malicious grievance under this procedure is a serious disciplinary offence which could result in dismissal for gross misconduct.

## 14 **PUBLIC INTEREST DISCLOSURES/WHISTLEBLOWING**

14.1 Employees should be aware that a grievance may, in certain cases, amount to a protected disclosure under the Employment Rights Act (please see the School's Whistleblowing Policy for further details). An employee will not be allowed to raise the same matter under both procedures.