



Policy for Resolving Individual Staff Grievances within Schools

Guidance for Governors

This guidance is intended to provide governors with an over view of the policy in order to enable them to understand the purpose and use of the policy and their responsibilities

Key changes

- Incorporates timescales at the informal stage and formal stages.
- Formalises time limits and explains the consequences of either side exceeding them without agreement
- Gives more detailed information about the right to representation and the role of the trade union rep or colleague.
- Introduces a modified grievance procedure for employees who are no longer employed.

Purpose

This policy is designed to provide a mechanism for schools to deal with individual employment-related complaints from employees, fairly, quickly and as near as possible to the point of origin, before they develop into major complaints.

Links to other policies

There is a separate policy relating to collective grievances [Resolution of Collective Disputes](#). The school must ensure that, where grievances arise, all employees are subject to fair and consistent treatment in accordance with the [Promoting Diversity and Equality in Employment Policy](#). If an employee feels they have been the subject of bullying or harassment at work, they may make a complaint under the [Policy on the Promotion of Dignity at Work in Schools](#)

Roles and responsibilities

Headteachers/principals will seek to resolve all grievances through informal discussions and if this is not achievable to decide which category of the formal grievance procedure applies. It is for the headteacher to hear grievances in categories A and B.

A panel of governors will consider grievances raised under categories C and D and will hear appeals.

Time Limits

It is in the interest of all concerned for grievances to be resolved quickly. The time limits in the procedure are intended as a guide to ensure that this should happen.

Monitoring and evaluation

The operation of the procedure will be kept under review by Personnel and Training, who will notify schools of any future amendments. The Governors' Personnel Committee will be responsible for ensuring that any such amendments are disseminated throughout the school.

Consultation

The principal features of this grievance procedure have been defined in accordance with the ACAS (Advisory, Conciliation and Arbitration Service) Code of Practice on Grievance Procedures at Work.

Date last reviewed	September 2006
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