

Worlingham CEVC Primary School



GRIEVANCE PROCEDURE

Due consideration has been given to all children/adults/stakeholders with regard to the protected characteristics under the Equality Act 2010.

Headteacher: Mrs Holly Marchand

School No. 935 3111

Date approved:	10.02.26
Name of Committee:	Personnel Committee
Chair of Committee signature:	<i>Mr Martyn Fitt</i>
Date of next review:	Spring 2027

Summary of process & supporting documents (to be read in conjunction with the policy)

Summary of process	Grievance Procedure
<p>Informal resolution</p> <p>Employee meets with relevant manager informally and to discuss their concerns, with a view to resolving informally.</p> <p>Where necessary, a manager meets informally with the other party(ies), again with a view to resolving informally.</p> <p>The Manager confirms in writing the outcome of the informal meetings, and any action / requirements discussed at the meeting.</p> <p>In the majority of cases, no further action will be required.</p>	
<p>Formal action – acknowledgement and meetings</p> <p>Where informal action does not work, or where the grievance is deemed to be too serious to be addressed informally, the complainant will:</p> <ul style="list-style-type: none"> ● Put their grievance in writing setting out the details and, where possible, an indication of what they are trying to achieve as an acceptable outcome. <p>The relevant manager will:</p> <ul style="list-style-type: none"> ● Acknowledge receipt of the grievance and invite the complainant to a meeting to discuss the grievance in more detail within ten working days. ● Arrange a meeting with the person/people whom the grievance has been made against to inform them that a grievance has been raised against them. Use the managers checklist (template 046). Follow this up in writing (use template 129), include brief details about the grievance (it is not usually appropriate to share the full details of the grievance at this stage) and set out the next steps in the process. If the grievance is against more than one person, each person will be invited to a separate meeting with the manager. The complainant will not be present at these meetings. ● Consider (only absolutely where necessary) the need for redeployment or suspension for one, or more, of the parties ● Encourage the employee(s) to seek advice from their trade union and provide details of the school’s Employee Assistance Programme. 	<p>SCHRC 128 – Letter acknowledging receipt of formal grievance with options</p> <p>SCHRC 046 – Manager’s checklist informing employee of complaint made against him/her</p> <p>SCHRC 129 – Letter informing that a complaint has been made against an employee</p>

<p>In particularly complex cases, the relevant manager should consider whether it would be appropriate to appoint an Investigating Officer to conduct an investigation into the complaint ahead of the meeting.</p>	
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<p>Investigation</p> <p>Where necessary the relevant manager will investigate the complainant's case (or commission and brief an Investigating Officer to conduct the investigation) by:</p> <ul style="list-style-type: none"> ● Interviewing parties involved ● Collating and summarising their findings of the investigation in the form of a written report <p>The complainant and the employee(s) against whom the complaint is made have the right to be represented by a trade union representative or work colleague.</p> <p>The employee is responsible for making arrangements for their representative to attend the investigation meeting.</p>	<p>SCHRC 376 – Checklist for Investigating Officer</p> <p>SCHRC 380 – Template for fact-finding meeting minutes</p> <p>SCHRC 057 Template Grievance Investigation Report available from HR.</p>
<p>Communicating the outcome of the process/investigation to all parties</p> <p>Where an Investigating Officer has been commissioned, the relevant manager/panel will review the Investigating Officer's report and recommendations.</p> <p>The relevant manager/panel will:</p> <ul style="list-style-type: none"> ● meet with the complainant to relay the outcomes, including details of right of appeal ● meet with person / people against whom the complaint was made to relay the outcomes ● put the outcomes in writing to the complainant, normally within ten working days of the meeting, or as soon as practicably possible, including details of the right to appeal <p>Possible recommendations include:</p> <ul style="list-style-type: none"> ● No further action ● Informal action for example; programme of action/support/training or review of policies and procedures ● Voluntary, independent mediation between the parties ● Consideration of the case by a Governors' Disciplinary Hearings Panel under the school's Disciplinary procedure ● Further investigation into additional grievances/other matters which may have emerged throughout the investigation 	<p>SCHRC 386 – Template letter inviting to outcome meeting</p> <p>SCHRC 387 – Outcome of grievance letter to Employee who raised Grievance</p> <p>SCHRC 381 – Outcome of grievance letter to person complained about</p> <p>SCHRC 382 – Guide for Governors hearing cases</p>

<p>Appeal</p> <p>Heard by a different, usually more senior manager, or a new panel of governors.</p> <p>The chair of the appeal (or appeal panel as appropriate) will decide the outcome and notify the complainant in writing, normally within ten working days of the appeal, or as soon as practicably possible. There is no further right of appeal</p>	<p>SCHRC 383 – Invite to Grievance Appeal</p> <p>SCHRC 384 Outcome of Grievance Appeal Letter</p> <p>The letter giving the outcome of the appeal will follow a similar format to SCHRC 387, with appropriate amendment e.g. it will not give a further right of appeal.</p>
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Footnote: The template letters referred to above follow the sequential progress through each stage of the Grievance Procedure. The template letters can be adapted to suit the particular circumstances of the case, with the support of HR.

Summary of changes

Document control		
Date	Section(s)	Update(s)
Aug-24	Formal action	Meet to discuss formal grievance within ten working days
Aug-24	Informal resolution Investigation Footnote	Change wording to make sentence more concise
Aug-24	Whole documents	Gender neutralised

Document Reference	SCC 005
Document Title	Grievance Procedure - Summary of Process
Description	Process
Version Number	V3.0
Version Date	August 2024
Last Review Date	August 2024
Next Review	August 2026
Reviewed By	Jessica Dumbill
Document History	V1-03/01/2019, V2- 01/12/2019, V3-August- 2024

WORLINGHAM CEVC PRIMARY SCHOOL

SAFEGUARDING STATEMENT TO ACCOMPANY POLICY DOCUMENTS

Throughout this policy runs our commitment to safeguarding the wellbeing of all our pupils at Worlingham CEVC Primary School. The values, beliefs and ethos of Worlingham Primary School are shared by all members of staff and the adherence to the guidance as stated in the school's Safeguarding Policy is of paramount importance.

The wellbeing and safety of pupils has a positive impact on their attendance, behaviour, their own Health and Safety, learning within the school environment as well as on educational visits.

Throughout the curriculum children are taught how to manage risk and how to keep themselves safe. The children know that if they need help they can talk to a member of staff at school. Children are taught how to keep themselves safe whilst using ICT equipment and are instructed to report any inappropriate material to the member of staff leading the session.

Children who have an identified SEN which creates difficulties with communication may need additional support in expressing concerns to a member of staff. Staff will need to follow the guidance in the safeguarding policy when dealing with a disclosure, taking into account the ability of the individual.

A copy of the Safeguarding policy can be found on the school website, in the Headteacher's office and also the staff room. This policy provides comprehensive detail in identifying types of abuse and the procedures that need to be followed.

Within the Safeguarding Policy is a section on The Prevent Duty and what it means for our School.