



## Carlton Academy Trust Grievance Policy

**Ratified Date:**

**Sept 2020**

**Signed on behalf of the Trustees:**

**R Butterfield**

**Signed on behalf of the CEO:**

**A Kneeshaw**

**Review Date:**

**Sept 2021**

## **Aims and Scope of Policy**

This policy outlines the process the trust will take when an employee formally raises a grievance or complaint relating to their work, conditions of service or working conditions. Its provisions apply to all employees irrespective of position, length of service or whether full or part time. This policy does not apply to grievances relating to pay decisions, restructures or redundancies.

## **Informal Resolution of Grievances**

Employees should aim wherever possible and relevant to resolve grievances informally. Where a grievance cannot be settled informally, the employee may decide to raise their complaint formally.

## **Formal Resolution of Grievances**

On receipt of a complaint, the school/trust will act quickly to address the complaint, normally within 5 working days. Where a complaint is against an employee's line manager, the employee should register the grievance with a more senior leader or with trust Human Resources. Should the complaint be against the CEO, this should be registered with the Chair of Trustees. The trust will deal with all grievances raised whether initially presented orally or in writing.

## **Grievance Meeting**

The meeting should take place as soon as reasonably possible, normally within 5 working days to allow a swift resolution of complaints.

Employees will be advised of the time, date and location of the meeting and right to be accompanied by a work colleague or trade union representative. If the employee does not wish to be accompanied, they can confirm that fact in advance in writing or at the meeting where it may be recorded. This decision does not prejudice their right to be accompanied at a later stage of the procedure.

In most circumstances, the findings and decision will be communicated at the end of the meeting and confirmed in writing within five working days. Where it is deemed necessary to adjourn the hearing to allow for further investigations, the decision may be confirmed in writing without the need to reconvene.

Any such appeal should be submitted in writing, to the manager who held the initial hearing, clearly stating the grounds for appeal, within five working days of receipt of the written decision.

## **Appeals**

Appeals should be submitted in writing within five working days. They will be heard by a more senior leader wherever appropriate and possible, and at least a same level as the original leader hearing the complaint. They will be acknowledged in writing within five working days and inform the employee of the time, date and location of the appeal meeting and their right to be accompanied by a fellow worker or trade union representative.

The purpose of the appeal is not to rehear the original grievance but consider the grounds for appeal and why the employee believes the original decision was unfair. The hearing the appeal will consider the validity of these arguments and where necessary conduct further investigation.

In most circumstances, the decision will be communicated to the employee at the meeting and confirmed in writing within five working days. Where it is deemed necessary to adjourn the hearing to allow for further investigations then the decision may be confirmed in writing without the need to reconvene. This is the final stage of the grievance procedure and there is no further right of appeal.