



CARLTON
ACADEMY TRUST

Carlton Academy Trust Grievance Policy

Approved on behalf of Trustees:

R Butterfield

Date:

November 2021

Next Review Date:

September 2022



Aims and Scope of Policy

This policy outlines the process the Trust takes 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 length of service or contract type. This policy does not apply to grievances relating to pay decisions, restructures, or redundancies.

Informal Resolution of Grievances

Employees should aim wherever possible to resolve grievances informally. Where a grievance cannot be settled informally or it is inappropriate to be dealt with informally, the employee may decide to raise their complaint formally.

Formal Resolution of Grievances

On receipt of a formal complaint, the school/Trust will act quickly to address the complaint, acknowledging it and commencing appropriate actions within five working days. Complaints can be raised either verbally or in writing, but details must be formally recorded by the person receiving/dealing with the complaint.

Each formal complaint will have an Investigating Officer allocated to it. This would normally be the complainant's line manager, who when receiving the complaint must also inform the Head of School to ensure that responses are made in accordance with the provisions of this policy.

Should the complaint be against the line manager, then the complaint should be made directly to the Head of School. If the complaint is against the Head of School, it should be registered with the Trust Director of Human Resources. If the complaint is against the Trust Director of HR, the complaint should be made to the CEO. Should the complaint be against the CEO, this should be registered with the Chair of Trustees.

Grievance Meeting

The meeting should take place as soon as reasonably possible, to allow a swift resolution of complaints. Employees will be advised of the time, date and location of the meeting, and their right to be accompanied by a work colleague or trade union representative.

The meeting will be chaired by the Head of School. The exception is when the grievance is made against them and will then be heard by a senior member of Central Trust staff. The employee will be able to present their grievance, with the school able to ask questions based on this or other evidence. Depending on individual circumstances, the person who is the subject of the complaint may be requested to attend to answer questions or present their version of events. The decision will be communicated at the end of the meeting and confirmed in writing within five working days.

Appeals

Appeals should be submitted in writing within five working days of formal written receipt of the hearing outcome. Appeals will only be valid where there is either new evidence that was not considered at the original hearing or there was a gross failure of procedure. Appeals will be acknowledged in writing, as will reasons when they are rejected.

Hearings will normally take place within five working days, with the complainant informed in writing of the place, date and time and their right to be accompanied by a trade union representative or work colleague. Hearings will be heard by a senior member of Central Trust staff. Decisions will be made at the meeting and confirmed formally in writing within five working days. This is the final stage of the grievance process, with no further right of appeal.