



CARLTON
ACADEMY TRUST

Carlton Academy Trust Grievance Policy

Approved on behalf of Trustees:

Roger Butterfield

Date:

August 2023

Next Review Date:

August 2024



Glossary

CEO: Trust Chief Executive Officer
COT: Chair of Trustees
DOP: Director of Primary:
HOS: Head of School

Aims and Scope

This policy outlines the process the trust takes when an employee formally raises a work-related grievance. It applies to all situations except for grievances relating to pay decisions, restructures, or redundancies.

Informal Resolution of Grievances

Wherever possible and appropriate, it is preferable to resolve grievances informally. Where inappropriate or when a grievance can't be resolved informally, a formal grievance must be raised.

Formal Resolution of Grievances

Formal complaints should be made in writing. However, they can be made verbally when a member of staff has significant difficulties which prevent them making a written complaint.

Grievances should be addressed to the following personnel:

HOS: When a grievance is made against a staff member within that school.

DOP: When a grievance is made against a primary HOS.

CEO: When a grievance is made against a secondary or special HOS or member of central trust staff.

COT: When a grievance is made against the CEO.

The school/trust must acknowledge and commence investigations of all formal complaints within five working days. An IO will be appointed to lead investigations.

Once investigations are complete, a grievance meeting will be held. This should be held within ten working days of formal acknowledgement of the grievance. Staff will be given at least five working days' notice of the meeting and have the right to be accompanied by a work colleague or trade union representative.

The meeting will be chaired by the person receiving and managing the grievance (HOS, DOP, CEO, COT). Both the staff member and IO will present their case and investigation findings, respectively, with following questions from the chair based on their evidence. In some circumstances, the subject of the grievance may be requested to attend to present their version of events.

The overall findings and 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 and must be formally acknowledged by the school/trust within five working days. Appeals will only be accepted where there is new evidence or where there has been a significant breach of procedure.

Where an appeal meeting is required, they should take place within ten working days of formal acknowledgement of the appeal. Staff will be given at least five days' notice of the meeting and have the right to be accompanied by a trade union representative or work colleague.

Hearings will be chaired by a senior member of trust staff, or COT where the initial hearing was chaired by the CEO.

The overall findings and decision will be communicated at the end of the meeting and confirmed in writing within five working days.