

# **Schools Grievance Policy and Procedure**

## **Appendices**

**Updated: September 2019**

### **List of Appendices**

1. Grievance investigation plan
2. Grievance investigatory report format
3. Format for investigatory and witness interviews
4. Grievance hearing procedure
5. Grievance appeal procedure
6. Formal grievance form
7. Grievance appeal form
8. Flow chart – grievance against other members of staff
9. Flow chart – grievance against the Headteacher
10. Sample letter – invitation to a grievance hearing
11. Sample letter – outcome of a grievance hearing
12. Sample letter – invitation to a grievance appeal hearing
13. Sample letter – outcome of a grievance appeal hearing

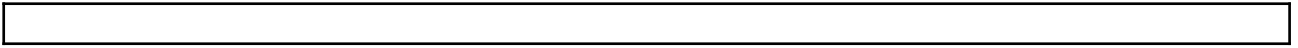


## Grievance investigation plan

<b>Name of employee</b>	
<b>Date of plan</b>	
<b>Investigating officer</b>	
<b>Terms of reference</b>	
<b>Provisional time frame</b>	
<b>Policies and procedures to review and follow</b>	
<b>Issues that need to be explored and clarified</b>	
<b>Sources of evidence to be collected</b>	
<b>Persons to be interviewed</b> (including planned order of interviews)	
<b>Investigation meetings further arrangements</b> (When, where, and notes to be taken by)	
<b>Persons to supply own statement</b>	
<b>Investigation meetings to be completed by</b>	
<b>Collection of evidence to have been completed by</b>	
<b>Further considerations</b>	

**Grievance investigatory report format**

Name of employee Job title Allegations Name of investigating officer Date
Contents page
Summary of the case – chronology of events
Background and context of the case
Detailed findings
Conclusions
Summary recommendations
Appendices including: <ul style="list-style-type: none"><li>● witness statements</li><li>● statement from employee</li><li>● other evidence gathered</li><li>● relevant policies and procedures</li><li>● copies of relevant correspondence</li></ul>



**Format for investigatory and witness interviews**

<b>Name</b>	
<b>Job title / role</b>	
<b>Date</b>	
<b>Present</b>	
<b>Introduction</b>	Purpose of the meeting Asked to sign statement as true and accurate account
<b>Q1</b>	What did you .....?
<b>Q1</b>	Response from employee or witness
<b>Q2</b>	What did you .....?
<b>Q2</b>	Response from employee or witness
<b>Q3</b>	What did you .....?
<b>Q3</b>	Response from employee or witness
<b>Q4</b>	What did you .....?
<b>Q4</b>	Response from employee or witness  etc
<b>Follow-up questions and areas probed further</b>	
<b>Signed</b>	
<b>Date</b>	



### Grievance hearing procedure

The following procedure should be followed at the hearing:

1. Introductions should be made, and the Chair should explain the purpose and format of the meeting.
2. The complainant (or his/her representative) puts the case in the presence of the other party and may call witnesses. They should state how they would like to see the matter resolved. Witnesses will withdraw once they have given evidence.
3. The other party (or his/her representative) and members of the committee may question the complainant and any witnesses, including the investigating officer when relevant. Witnesses will withdraw once they have given evidence.
4. The other party (or his/her representative) puts his/her case in the presence of the complainant and may call witnesses, including the investigating officer when relevant. Witnesses will withdraw once they have given evidence.
5. The complainant (or his/her representative) and members of the committee may question the other party and any witnesses, including the investigating officer. Witnesses will withdraw once they have given evidence.
6. The complainant and the other party (or their representatives) have the opportunity to sum up their cases if they so wish.
7. The parties to the case withdraw.
8. The committee deliberates upon the case in private with only appropriate advisers including the Director of Children's Services (or his representative) in attendance
9. If there is a need to recall either party to clarify points of uncertainty, then both parties should return notwithstanding only one is concerned with the points giving rise to doubt.
10. If necessary, the meeting might be adjourned, eg to examine new facts or if emotions rise.
11. The Chair of the committee should inform the employee when they can reasonably expect a response. Any response will be confirmed in writing.
12. The Chair of the committee will inform the employee that he/she will have the right to appeal against the outcome of the grievance hearing.



### Grievance appeal procedure

The Grievance Appeal Committee shall normally consist of three governors.

The Chair of the Grievance committee should be available to answer any questions at the grievance appeal hearing.

The following procedure should be followed at the grievance appeal hearing:

1. There is a right of appeal on the part of any person or body involved in the case.
2. Grievance appeals should be notified in writing to the Clerk to Governors within ten days of notification of the outcome of the grievance hearing.
3. Grievance appeals should be considered by a different committee of governors and should not involve any governors who have previously considered the case.
4. The Grievance Appeal Committee should meet normally within ten working days of being notified of the appeal or as soon as possible thereafter.
5. All relevant documents should be submitted to the Grievance Appeal Committee.
6. Each party has the right to appear in person and to make oral representations.
7. Each party should be entitled to be accompanied by a teacher professional association/trade union representative or workplace colleague if they so wish.
8. The Director of Children's Services (or his representative) should be invited in order to give advice.
9. The appeal hearing should follow the same format as that for the hearing.
10. If the committee is unable to resolve the matter through agreement between the parties concerned, it should reach a decision on the matter and should confirm its decision in writing to the parties concerned.
11. The decision of the Grievance Appeal Committee is final.

Formal grievance form

<b>Name</b>			
<b>Job title</b>			
<b>School</b>			
<b>Will you be represented?</b>	Y / N	<b>By whom</b>	
		<b>Union</b>	
<b>State the reason(s) for your grievance</b> <i>It is important that you set out the details of the specific issues that you wish to raise including date, times, details of witnesses and any supporting documentation.</i>			

**Informal action**

- a) Please provide information regarding the informal steps that you have taken to try to resolve the grievance, including:
  - who the grievance has been raised with
  - date grievance was raised
  - details of resolution options discussed
  - why you are unhappy with the outcome
  
- b) Please provide details of the outcome you are seeking.

Sign	
Date	

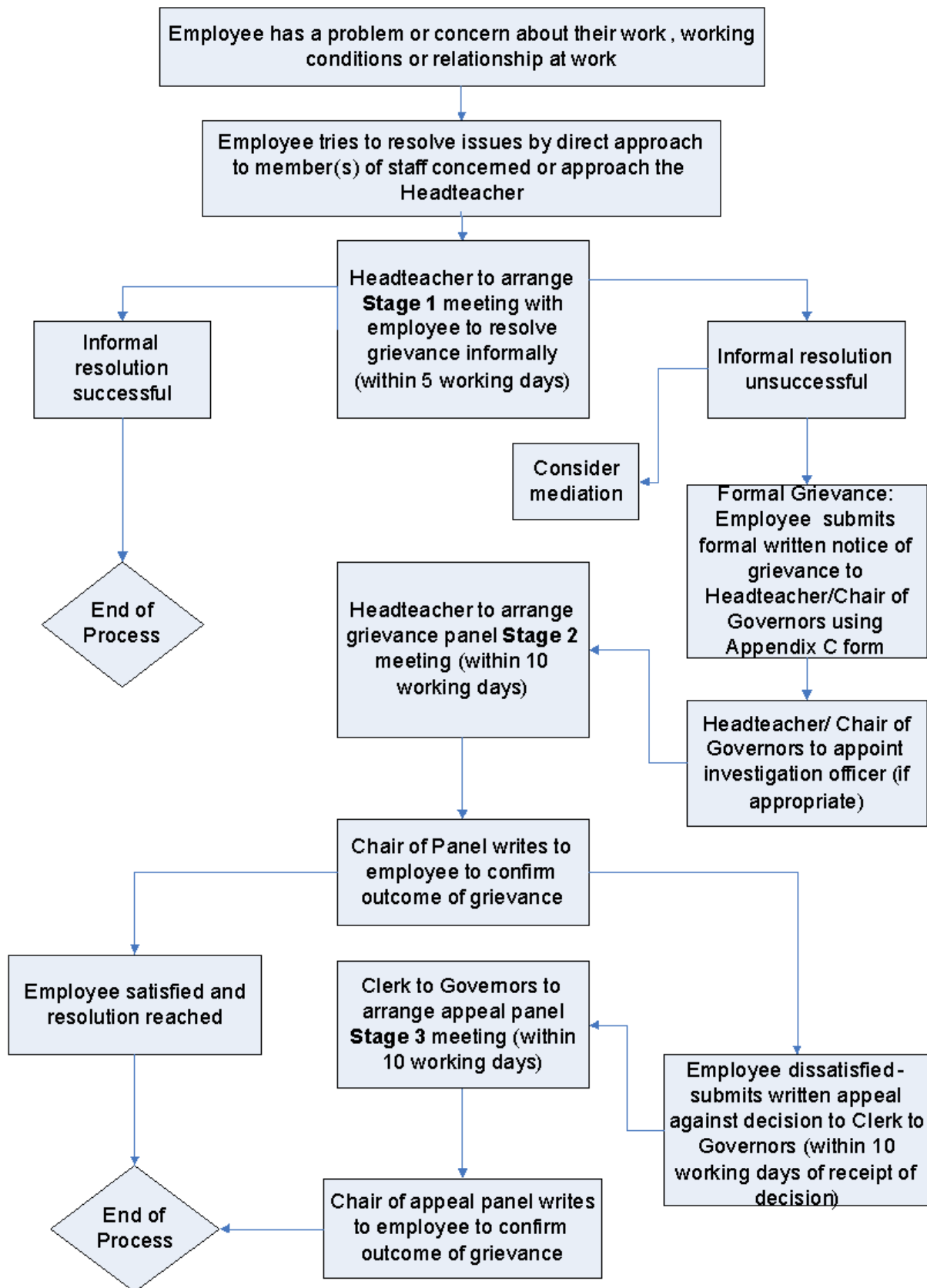
Copy to: Trade Union or other representative

Grievance appeal form

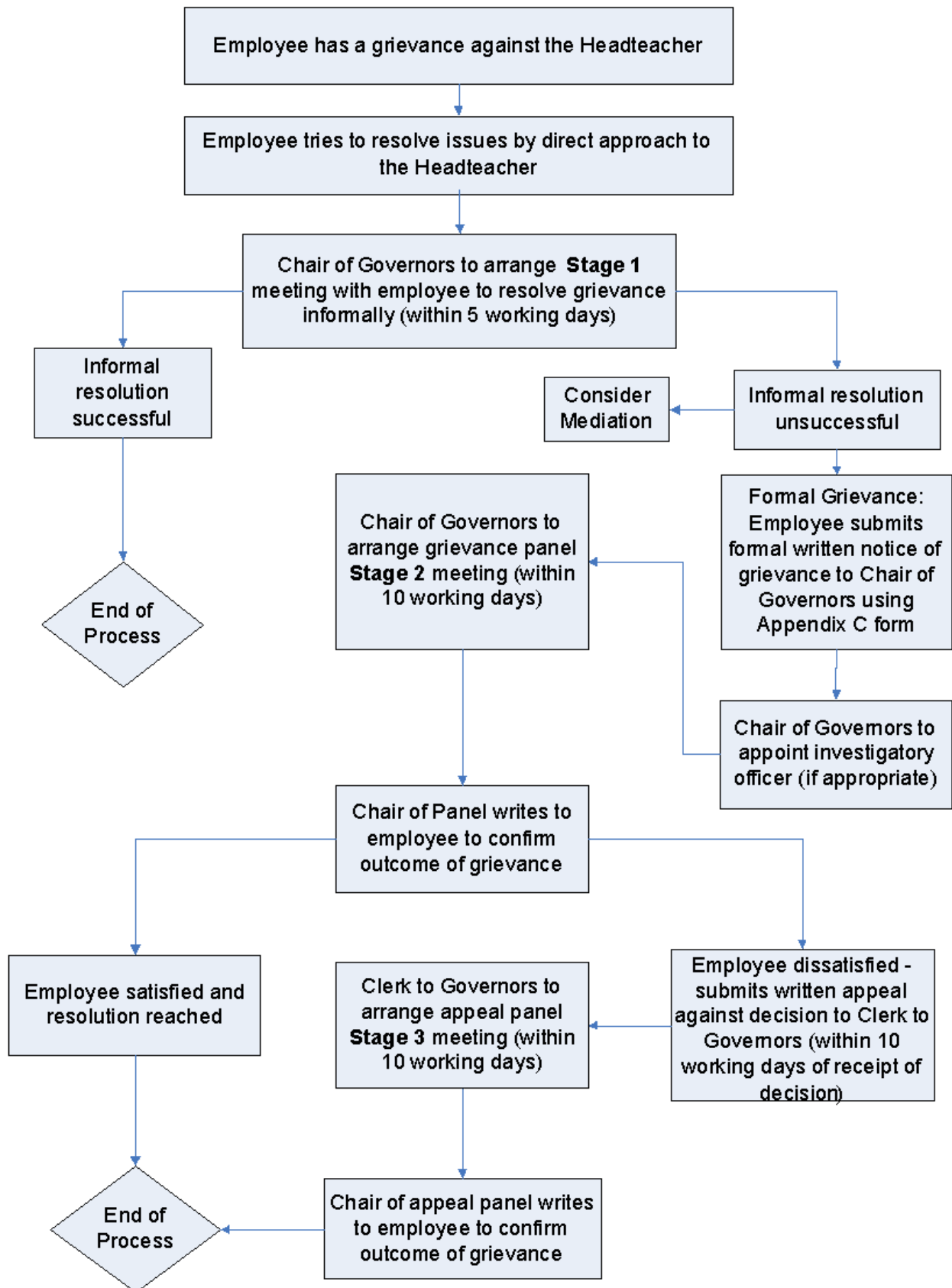
<b>Name</b>			
<b>Job title</b>			
<b>School</b>			
<b>Will you be represented?</b>	Y / N	<b>By whom</b>	
		<b>Union</b>	
<p><b>State the reason(s) for your grievance appeal</b>  <i>It is important that you set out the details of the specific issues that you wish to raise including date, times, details of witnesses and any supporting documentation.</i></p>			
<p><b>Provide details of the outcome you are seeking</b>  <i>Continue on separate sheet if necessary.</i></p>			
<b>Sign</b>			
<b>Date</b>			

Copy to: Trade Union or other representative

**Grievance against other members of staff  
Procedure Flowchart**



**Grievance against the Headteacher  
Procedure Flowchart**





**Sample letter – invitation to a grievance hearing**

Dear

I am writing to confirm receipt of your formal grievance dated [date]. In accordance with our grievance procedure, which is enclosed, I now invite you to attend a meeting to discuss the issues that you have raised. The meeting has been arranged on:

Date:

Time:

Location:

The meeting will be attended by [list attendees].

You are entitled to be accompanied at the meeting by a trade union representative or work colleague, if you wish. Please inform me as soon as possible of your chosen companion so that I can make the necessary arrangements to allow him/her to attend.

The purpose of the meeting is to allow you to explain your grievance and discuss with us how it can be resolved. If you wish to rely on any written material or documents, you may simply bring them to the meeting. However, it would be helpful if you could send copies to me in advance.

If you are unable to attend the meeting, under the terms of the procedure you must inform us of this fact as soon as possible. If your chosen companion is not available, you may specify another date for the meeting up to five working days later.

Should you have any queries about this process or questions about what the grievance meeting will involve, please let me know and I will be happy to discuss the arrangements in detail with you.

Yours sincerely



## Sample letter – outcome of a grievance hearing

Dear

### Outcome of grievance hearing

Following the grievance hearing that was held with you on [insert date], also present at the meeting were:

- NAME, Job title/ Role
- NAME, Job title/ Role

#### If relevant

- You chose to be represented [accompanied] by xxx who is a TU representative [work colleague].

The purpose of the hearing was to consider the following grievance(s):  
[list grievance(s)]

- .....
- .....

I have listened carefully to everything that was presented by

- you and your representative
- management response to the concerns
- and where relevant, the investigating officers report and appendices
- and NAME and ROLE (the person who heard and provided a response to the stage 1 informal grievance)

I have reached the following conclusions:

[Explain findings in relation to each allegation made by the employee.]

As a result of these findings, I propose to take no further action.

[OR

As a result of these findings, I propose to take the following action:

[Summarise action to be taken.]]

I hope that this resolves the matter(s) that you have raised. However, if you wish to appeal, you may do so by setting out your grounds of appeal on the Grievance Appeal Form (Appendix 7) in writing to the school's Clerk to Governors by [deadline for appeal].

Should you wish to appeal, a further meeting will be arranged and will be appeal will be considered by the Grievance Appeal Committee

Yours sincerely

**Sample letter – invitation to a grievance appeal hearing**

Dear

**Grievance appeal hearing**

I am writing to confirm receipt of your notice of appeal dated [date] in relation to the grievance meeting held with you on [date], the outcome of which was sent to you on [date].

In accordance with the grievance procedure, I now invite you to attend a meeting to discuss your appeal. The meeting has been arranged on:

Date:

Time:

Location:

The meeting will be attended by [list attendees].

You are entitled to be accompanied at the meeting by trade union representative or work colleague, if you choose. Please inform me as soon as possible of your chosen companion so that I can make the necessary arrangements to allow him/her to attend.

The purpose of the meeting is to allow you to explain the grounds on which you believe the findings of the original grievance meeting were wrong and should be changed.

If you are unable to attend the meeting, under the terms of the procedure you must inform us of this fact as soon as possible. If your chosen companion is not available, you may specify another date for the meeting up to five working days later.

Should you have any queries about this process or questions about what the grievance appeal meeting will involve, please let me know and I will be happy to discuss the arrangements with you in detail.

Yours sincerely

## Sample letter – outcome of a grievance appeal hearing

Dear

### Outcome of grievance appeal hearing

Following the grievance appeal hearing that was held with you on [insert date], also present at the meeting were:

- NAME, Job title / Role
- NAME, Job title / Role

#### If relevant

- You chose to be represented [accompanied] by xxx who is a TU representative [work colleague].

The purpose of the hearing was to consider the following grievance(s):  
[list grievance(s)]

- .....
- .....

I have listened carefully to everything that was presented by

- you and your representative,
- management response to the concerns,
- and where relevant, the investigating officers report and appendices,
- and NAME and ROLE (the person who heard and provided a response to the stage 2 informal grievance).

I have reached the following conclusions:

[Explain findings in relation to each allegation made by the employee.]

As a result of these findings, I propose to take no further action.

[OR

As a result of these findings, I propose to take the following action:

[Summarise action to be taken.]]

I hope that this resolves the matter(s) that you have raised. NB You have no further right to appeal this decision made by the Grievance Appeal Committee

Yours sincerely