



# **Grievance Policy & Procedure**

**Last Update: September 2023 (version 5.0- New Policy)**

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## Document Control

| Version | Date       | Amended by      | Recipients              | Purpose                                    |
|---------|------------|-----------------|-------------------------|--|
| 1.0     |            |                 | All Plymouth CAST staff | New Policy                                 |
| 1.1     | March 2019 | Human Resources | JCC Union review        | Changes to Scheme of Delegation/SHBM roles |
| 2.0     | March 2019 | Human Resources | CAST Board              | Changes to Scheme of Delegation/SHBM roles |
| 3.0     | March 2020 | Human Resources | All Plymouth CAST staff | Policy Review                              |
| 4.0     | March 2022 | Human Resources | All Plymouth CAST staff | Policy Review                              |
| 5.0     | May 2023   | Human Resources | All Plymouth CAST staff | New Policy (to replace previous versions)  |

## Approvals

This policy requires the following approvals:

| Board | Chair | CEO | Date Approved                  | Version | Date for Review |
|-------|-------|-----|--------------------------------|---------|-----------------|
| *     |       |     | 29 <sup>th</sup> March 2019    | 2.0     | March 2020      |
| *     |       |     | 28 <sup>th</sup> February 2020 | 3.0     | March 2022      |
| *     |       |     | 22 <sup>nd</sup> July 2022     | 4.0     | September 2023  |
| *     |       |     | 21 <sup>st</sup> July 2023     | 5.0     | September 2024  |

## National/Local Policy

- This policy must be localised by Academies
- This policy must not be changed, it is a CAST/National Policy (only change logo, contact details and any yellow highlights)

## Position with the Unions

Does the policy require consultation with the National Unions under our recognition agreement?  Yes  
 No If yes, the policy status is:  Consulted and Approved  Consulted and Not Approved   
Awaiting Consultation

## 1. Vision and Values

- 1.1 Plymouth CAST is a multi-academy trust of Catholic schools which is part of the mission of the Catholic Church dedicated to human flourishing and the building of a kingdom of peace, truth and justice. The Trust is to be conducted in all aspects in accordance with canon law and the teachings of the Roman Catholic Church and at all times to serve as a witness to the Catholic faith in Our Lord Jesus Christ.
- 1.2 Our vision and values are derived from our identity as a Catholic Trust. Central to our vision is the dignity of the human person, especially the most vulnerable. Our academies are dedicated to providing an education and formation where all our pupils and young people flourish in a safe, nurturing, enriching environment. All governors in our academies are expected to be familiar with the vision, mission, values and principles of the Trust and not in any way to undermine them. They should support and promote the vision and conduct themselves at all times in school and on school business according to the vision and principles of the Trust
- 1.3 Plymouth CAST expects all its employees to recognise their obligations to each school within the Multi-Academy Trust, the public, pupils and other employees and to provide consistently high standards of education and performance at all times and in accordance with Plymouth CAST's vision, mission and principles.

## 2. Introduction

- 2.1. Plymouth CAST is committed to creating a positive working environment and encourages open communication. The aim is to maintain constructive relationships and find mutually acceptable solutions to workplace problems. In the majority of cases, concerns can be resolved quickly and informally, but when this is not possible this formal policy is available which closely follows the Advisory Conciliation and Arbitration Service (ACAS) Guidance and meets the requirements of the Employment Act 2002 (Statutory Dispute Resolution Procedures).
- 2.2. Generally, a grievance can be raised by an individual about any matter concerning their employment or about how conditions of service are applied to them. However, some matters might be dealt with under separate arrangements. The following are common concerns that may be resolved through the Grievance Policy:

- Terms and conditions of employment
- Health and Safety
- Work relations
- New working practices
- Working environment
- Organisational change
- Discrimination

2.3. The following matters are excluded from this Grievance Policy because there are alternative policies or procedures for resolving them:

- Concerns about pay (Pay Policy)
- Fraud, corruption and malpractice (Whistleblowing Policy)
- Selection for redeployment and redundancy (Re-organisation and Redundancy Policy)
- Matters of discipline and capability (Disciplinary and Capability Policies)
- Absence (Absence Management Policy)

### **3. Purpose**

3.1. This policy aims to:

- Enable any employee to have a grievance heard
- Resolve grievances quickly and equitably
- Resolve grievances as close to their source as possible
- Encourage a harmonious and dignified working environment

### **4. Scope**

4.1. This policy applies to all Plymouth CAST employees. It is not a substitute for good employment practices, and every effort should be made by all parties to resolve grievances in a fair and just manner without invoking this procedure.

### **5. Equal Opportunities**

5.1. The Grievance Policy must always be applied fairly and in accordance with employment law and Plymouth CAST Equal Opportunities Policy.

### **6. Responsibilities**

6.1. The day to day operation of each Plymouth CAST school is the responsibility of the Headteacher/Executive Headteacher with support and challenge being provided by the School Improvement Officer and this is discharged through each school's Senior Management Team. It is important that pupils, staff, parents and local stakeholders

recognise and support this. However, ultimate accountability for Plymouth CAST as a whole Multi-Academy Trust rests with the Plymouth CAST Board. Therefore any decisions that have an impact on resources, such as staffing, structures, or compliance must be referred to the Plymouth CAST Board if they exceed delegated authority. This is essential to ensure that the legal obligations of Plymouth CAST are met and that the Trust maintains robust systems and processes that deliver effective governance.

- 6.2. It is the School Improvement Officers (SIO) responsibility to work closely with the Headteacher and management team to ensure everyone concerned has a full and accurate picture of each school's strengths and any areas for improvement. SIOs will work with schools to identify strategies for improvement, with support, where appropriate, from within the Plymouth CAST network.
- 6.3. It is the role of the Trust Human Resources department (and where appropriate, the School Business Manager) to provide clear HR policies, procedures and guidance, to support schools in the delivery of consistent and high standards of performance within a dignified working environment, in which all employees can take pride and enjoyment in their work.
- 6.4. Appendix 1 provides examples of Delegated Responsibilities and Panel Formations.
- 6.5. Management and employee representatives who may be involved in grievance matters should be trained and competent for the task. They should be familiar with the provisions of the Grievance Policy, and know how to conduct or represent at grievance hearings.
- 6.6. SIOs and the Trust's Human Resources department should be informed about any informal or formal grievances.
- 6.7. At any stage in this procedure, an employee has the right to request representation from their trade union or a work colleague in any discussions or meetings relating to a grievance. Employees are encouraged to contact their trade union representative at the earliest opportunity for guidance. Where an employee wishes to have representation, the employee should let the Investigating Officer know as soon as possible. Every effort should be made to accommodate the employee's companion, including the rescheduling of a grievance meeting or hearing if the original date is not suitable.

## **7. What is a grievance?**

- 7.1. A grievance is a concern, problem or complaint raised by an employee with their employer regarding their work, working conditions or relationships with colleagues. It is important to remember that in all instances, it is not what may have been intended by the perpetrator that is important in deciding whether unacceptable behaviour has occurred; it is whether the actions and comments can objectively be viewed as demeaning and unacceptable to the person making the complaint.
- 7.2. Employees should be aware that they cannot raise a grievance that is the same or similar to a grievance that has been investigated within the previous 12 months unless any action to redress the grievance has not been implemented.

- 7.3. Where an employee has not completed a Formal Grievance Form, the Headteacher/LineManager must seek clarification from the employee as to whether any such notification is a grievance so that the grievance process can then be applied. If the employee indicates that a grievance is not being formally raised, then a note should be prepared by the Headteacher / Line Manager and shown to the employee to verify that outcome.
- 7.4. It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance but some of the more common types are listed below:
- 7.4.1. **General work issue-** For example, issues regarding terms and conditions of employment, health and safety, working practices or working relationships.
- 7.4.2. **Bullying-** This is behaviour that is offensive, intimidating, malicious, insulting and the misuse of power. It is behaviour that has created working conditions or an environment that is hostile, degrading and/or humiliating and that a reasonable person could justifiably complain about. For more information, please refer to the Plymouth CAST Code of Conduct policy.
- 7.4.3. **Harassment-** This is unwanted behaviour which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Employees can complain of behaviour they find offensive even if it is not directed at them. Harassment differs from bullying in that it specifically refers to unwanted behaviour in relation to a protected characteristic. For more information, please refer to the Plymouth CAST Code of Conduct policy.
- 7.4.4. **Victimisation-** This occurs where a person is treated less favourably than another because they have brought proceedings, given evidence or information, rejected advances or complained about the behaviour of someone who has been harassing, discriminating against or in some other way intimidating them.

## 8. Resolving a grievance

- 8.1. It is in the best interests of everyone to ensure that grievances are dealt with quickly, equitably and resolved informally wherever possible. In the first instance, employees are asked to try to discuss the issue with their Headteacher / Line Manager or the person concerned to try to reach an early resolution.

## 9. Informal process

- 9.1. Where an employee has concerns about the behaviour of an individual, they should tell them that their behaviour is causing concern or offence, explain the effect that it is having on

them and that it must stop. The employee may not be aware that their actions cause offence to others and once it is highlighted this may resolve the situation.

- 9.2. If an employee feels unable to discuss the matter with the person causing offence, they may wish to speak to their Headteacher / Line Manager or ask a work colleague or trade union representative to raise the matter on their behalf.
- 9.3. If the matter is not resolved informally or if there are specific circumstances that make the informal route inappropriate, the formal grievance procedure should be followed.

## 10. Mediation

- 10.1. In some cases, mediation can help resolve problems, especially those involving working relationships, and can be a positive and supportive way of resolving a grievance.
- 10.2. Where a Headteacher / Line Manager has been unable to resolve the issue through discussion with the employee(s), formal mediation carried out by a trained and independent mediator, may be considered as an option. Participation in mediation must be by mutual agreement and in consultation with the Trust Human Resources department, who will be able to provide details of mediation services. The school/department should be aware that there will be a cost associated with this.
- 10.3. Where mediation is successful and an outcome is achieved, it will be binding upon both parties and will close the grievance procedure regarding the issue.

## 11. Formal Process

- 11.1. Where it has not been possible to resolve a grievance informally, the employee can choose to raise a formal grievance. The employee must set out their concerns using the Formal Grievance Form (see appendix 1), providing as much information as possible to enable the grievance to be dealt with effectively.
- 11.2. The form should be submitted to the Headteacher/Line Manager, where the grievance concerns a colleague. If the grievance concerns the Headteacher it should be submitted to the School Improvement Officer (SIO). If the grievance is regarding your line manager, please submit your grievance to their line manager. If you are unsure of the line manager structure, please contact the HR department [personnel@plymouthcast.org.uk](mailto:personnel@plymouthcast.org.uk).
- 11.3. The employee should retain a copy of the completed form for reference purposes and forward a copy of the form and any other relevant information to the Trust Human Resources department [personnel@plymouthcast.org.uk](mailto:personnel@plymouthcast.org.uk).



- 11.4. If an employee submits a formal grievance without attempting to resolve the situation informally and where there are no specific circumstances that make the informal route inappropriate, the Headteacher/Line Manager should encourage the employee to participate in the informal process in the first instance.

## **12. Grievance investigation**

- 12.1. Where it is felt that the informal process has been exhausted, a thorough investigation of the allegations and/or issues should be carried out. Any investigation must look impartially at the issues raised in the grievance and reach any conclusion based on the facts and evidence.

### **12.2. Investigating Officer**

12.2.1. Where a grievance is raised against a colleague, the Headteacher/Line Manager will consult with the Trust's Human Resources department on who will undertake the investigation. This could be the Headteacher or Line Manager. But if this is not deemed appropriate or the individual hasn't got the capacity to undertake this work within a reasonable timescale, a suitably trained individual will be allocated.

12.2.2. The Trust will consider external consult support to undertake an investigation if the grievance is submitted against a senior employee or the case is particularly complex and would benefit from having an independent investigating officer.

### **12.3. Timescales**

12.3.1. It is important for the investigation to be concluded as soon as reasonably practicable. The Investigating Officer should endeavour to investigate the grievance and provide the outcome to the employee who raised the grievance within 30 school days of the Formal Grievance Form being received or where an Investigating Officer needs to be appointed, within 30 school days from the date of that appointment. All parties should be aware that an extension to this timescale may need to be agreed, depending on the complexity of the case.

## **13. Grievance meetings**

### **13.1. Employee raising the grievance**

13.1.1. The Investigating Officer will arrange a meeting with the employee raising the grievance to discuss the issues in more detail within 10 school days of the Formal Grievance Form being received or where an Investigating Officer is appointed, within 10 school days of that appointment.

13.1.2. The employee is entitled to be accompanied at the meeting by a trade union representative or a work colleague. The individual accompanying the employee must not be someone whose presence would prejudice the meeting or who has a conflict of interest. An employee may ask an official from any trade union to accompany them, regardless of whether or not they are a member or the union is recognised.

13.1.3. If the person accompanying the employee cannot attend on the date suggested, the Investigating Officer should suggest another date, not more than 5 school days after the original date. This time limit may be extended by mutual agreement.

13.1.4. The purpose of the meeting is to:

- clarify the nature of the grievance; determine if mediation is an option;
- identify what further information is needed;
- discuss the employee's proposals for resolving the issues; and establish if a longer timescale will be necessary.

13.1.5. At the end of the meeting the Investigating Officer should give the employee an indication of when they might reasonably expect a response to the grievance. If the Investigating Officer feels that a response cannot be provided within 30 school days, bearing in mind any additional investigations they feel may be necessary, an extension to the timescales should be agreed at this time.

13.1.6. Where unavoidable delays occur, e.g. due to annual leave or sickness, the Investigating Officer should contact the employee, in writing, to agree revised timescales and to provide an update on the progress of the investigation.

## 13.2. **Employee who is the subject of grievance**

13.2.1. Where a grievance is raised against another employee, it is important to approach the situation sensitively and carefully. The Investigating Officer should generally start by talking privately to the employee to alert them to the fact that a concern has been raised by a fellow employee. Following this, the employee will be invited to a meeting to discuss the issue(s) in more detail as part of the investigation process. The employee is entitled to be accompanied at the meeting by a work colleague or trade union representative.

13.2.2. During the grievance investigation meeting, the Investigating Officer will explain the allegation(s) that have been made against the employee and will provide them with an opportunity to put forward their understanding of the situation.

## 13.3. **Witnesses**

13.3.1. In some circumstances, the Investigating Officer will be required to interview witnesses. Every effort should be made to avoid disclosing any confidential information unnecessarily by the Investigating Officer; however the confidentiality of any witness cannot be guaranteed.

13.3.2. Where the Investigating Officer feels it is necessary to meet witnesses, they should also write to invite them to a meeting. The Investigating Officer must think carefully about who to interview as a witness, bearing in mind the need to show a balanced investigation. Where particular witnesses are chosen from a group, the Investigating Officer must ensure that they have applied a clear and robust method of identifying which individuals to meet with.

13.3.3. The Investigating Officer must make a note of why each person was interviewed and what their relationship is to the investigation. The Investigating Officer should also record any decision not to interview a witness, together with the reason why the witness was not interviewed.

13.3.4. Where witnesses are involved in the investigation, the Investigating Officer must ensure that they explain the need to complete the investigation confidentially and that they must not discuss the details with colleagues. The meaning of 'confidential' should be explained clearly to those interviewed; in this context it means that whilst the interview is held in a confidential setting the subsequent statement may be read as part of the formal procedures.

#### 13.4. **Final grievance meeting**

13.4.1. To conclude the investigation, the Investigating Officer will arrange a final meeting with the employee who raised the grievance. The purpose of this meeting is to enable the Investigating Officer to:

- outline the key points of the investigation i.e. who has been interviewed;
- clarify that all areas of the grievance agreed in the initial meeting have been covered;
- allow the employee the opportunity to highlight any areas they feel have not been sufficiently investigated; and
- allow the employee the opportunity to respond to any key issues that have come up during the investigation that were not covered at the initial meeting.

#### 13.5. **Notes of meetings**

13.5.1. Detailed notes should be taken during investigation meetings in case the Investigating Officer's recall is called into question at a later date - it may be appropriate for the Investigating Officer to arrange for a note taker to be present at the meeting. Following an investigation meeting, notes should be typed up within 5 school days and sent to the individual to check and sign. The notes should record the facts as stated during the interview, written, where possible, in the language used by the individual and following the train of events as experienced by them. If there is any ambiguity or gap in the account, the individual should be asked to clarify the information. It is important that the Investigating Officer does not put their own interpretation on the notes.

13.5.2. In signing and returning the notes, the individual is confirming that they believe it to be a complete and accurate version of the interview. It may be that the individual would like modifications to be made to the notes before signing it and these should be agreed with the Investigating Officer. If agreement cannot be reached on the content of the notes, copies of both notes should be included in the report.

13.5.3. It is often useful to ask an independent person to accompany the Investigating Officer to take notes and act as a witness to what was said. The Investigating Officer needs to give careful consideration to who they ask to attend the meeting and make it clear to the individual that they must not discuss the case with colleagues.

13.5.4. Where a witness refuses to sign the notes or wishes to withdraw altogether, the Investigating Officer should discuss the situation with the individual and establish the reason for the refusal. If the situation remains unresolved, the Investigating Officer may decide to still include the notes, making it clear that it is unsigned and therefore not validated by the individual.

### 13.6. Responding to the grievance

13.6.1. Once the Investigating Officer feels they have all the necessary facts and evidence to enable them to make a decision, they will compile a report summarising their findings and recommendations. This report must be sent to the Trust Human Resources department for checking.

13.6.2. This information will be used by the Headteacher / Line Manager to determine whether or not the grievance should be upheld. If the grievance is upheld, the Headteacher / Line Manager will also be responsible for determining what actions, if any, need to be taken.

## 14. Outcomes

14.1. The list below is not exhaustive, but gives some examples of the possible outcomes of a grievance investigation.

14.1.1. **Grievance not upheld**- Where the Headteacher / Line Manager has not found sufficient evidence to support any of the allegations made, the grievance will not be upheld and there will be no further action taken.

14.1.2. **Grievance upheld (either in whole or in part)**- Where the Headteacher / Line Manager has found sufficient evidence to support all or some of the allegations made, there are a number of outcomes to consider in relation to each allegation:

- no further action;

- formal mediation - mediation may be suggested as an outcome as a way to resolve the grievance. This may have been entered into or suggested earlier in the process; however, in light of the findings of the investigation the Headteacher / Line Manager may feel that it would help resolve the situation.
- action plan - the Headteacher / Line Manager may recommend the production of an action plan aimed to address the behaviour which has caused the problem. The action plan may include objectives, target setting and training;
- alternative working arrangements – the Headteacher / Line Manager should consider whether contact between the parties is likely to occur during the course of their job and the impact on the individuals and service delivery. Reasonable operational requirements may need to be considered if this is the case for example employees moving desks, change of line management or change of location where operationally feasible;
- disciplinary action - where it is clear that a conduct issue exists and there is a case to answer, disciplinary action will be considered. Further information can be found in the Plymouth CAST Disciplinary Policy and Procedure.

#### 14.2. Communicating the outcome

14.2.1. The Headteacher / Line Manager may feel that it is appropriate to arrange a meeting with the employee who raised the grievance to talk through the findings and explain how they reached their decision.

14.2.2. The Headteacher / Line Manager will provide a written response to the employee, summarising the outcome of the grievance investigation. The employee should also receive a copy of the investigation report.

14.2.3. If the grievance was raised against another employee, the Headteacher / Line Manager should prepare a letter for them, summarising the outcome of the investigation. The full report will **not** be sent to the employee who the grievance was raised against.

14.2.4. If the grievance was upheld and further action is required e.g. implementation of an action plan or disciplinary action, the Headteacher / Line Manager must progress this in a timely manner.

### 15. Appeal

15.1. The employee has 10 school days from receipt of this decision to submit an appeal. The employee should appeal, in writing, setting out the grounds of appeal and send it to the Trust Human Resources department, who will then facilitate the arrangement of an appeal hearing.

- 15.2. Appeals against grievance decisions will be considered by an appeal panel (see appendix 2) in relation to one or more of the following grounds:
  - 15.2.1. The PROCEDURE – the grounds of appeal should detail how procedural irregularities prejudiced the grievance decision.
  - 15.2.2. The FACTS – the grounds of appeal should detail how the facts do not support the decision or were misinterpreted or disregarded. They should also detail any new evidence to be considered.
  - 15.2.3. The PROPOSED ACTION – the grounds of the appeal should detail how the proposed action is inappropriate given the circumstances of the case
- 15.3. The Chair of the grievance appeal panel, or another appointed person will write to the employee, giving details of the appeal hearing, which will normally take place within fifteen working days of receipt of the employee's appeal. The letter must inform the employee of their right to be accompanied at the appeal hearing by a trade union representative or work colleague.
- 15.4. The appeal panel, composed of members who have not previously been involved in the case, will hear the appeal which will focus on specific reasons for not accepting the previous decision. It will not be a re-hearing and a note-taker will attend. A Trust Human Resource representative will attend all panel hearings.
- 15.5. The Chair of the appeal panel will communicate the decision, which will be final, in writing to the employee within 5 working days of the appeal hearing.

## **16. Other types of grievance**

### **16.1. Collective grievances**

- 16.1.1. The provisions within the Employment Act 2002 (Dispute Resolution) Regulations 2004 allow grievances to be dealt with collectively where more than one employee has the same grievance:
  - the parties will be treated as having complied with the relevant grievance procedure if the grievance is raised in writing on behalf of at least two employees (including the complaining employee) by an 'appropriate representative'; and
  - the 'appropriate representative' is defined as an official of an independent trade union recognised by the employer for the purpose of collective bargaining or an employee of that employer who was elected or appointed to represent employees and has authority to do so under an established procedure to resolve grievances.

### **16.2. Post-employment grievances**

16.2.1. This procedure applies where an employee has ended their employment with the Trust and the Trust was not aware of the grievance before their employment ended or were aware, but the formal procedure had not been started before the employment ended.

16.2.2. The former employee should put their grievance in writing within 3 months of the effective date of termination, to their former Headteacher/Line Manager, where the grievance is against the former employee's Headteacher, the grievance should be put to the School Improvement Officer.

16.2.3. The Headteacher / Line Manager (or allocated Investigating Officer) must investigate the grievance, although there is no requirement to meet with the former employee, and should respond, in writing, within 10 working days of receiving the grievance. This is the end of this procedure for the Trust; there is no right of appeal.

## **17. Special Situations**

17.1. Grievances raised during the course of the disciplinary procedure

17.1.1. Sometimes an employee may raise a grievance during the course of a disciplinary case. Where this happens and depending on the circumstances, it may be appropriate to suspend the disciplinary procedure for a short period until the grievance can be considered. The employee should raise the grievance in accordance with this procedure.

17.1.2. The ACAS code states that where an employee raises a grievance during a disciplinary process, the employer may temporarily suspend the disciplinary process in order to deal with the grievance. Furthermore where the grievance and disciplinary issues are related, it may be appropriate to deal with them concurrently.

17.1.3. Depending on the nature of the grievance, consideration may be given to bringing in another manager from the Plymouth CAST network to continue hearing the disciplinary case.

## **18. Record keeping**

18.1. Full notes must be kept of the proceedings given that there may be a need to produce the documentation used in arriving at the decision, both at any subsequent internal appeal and in the event of a claim to an Employment Tribunal.

18.2. A written record must be made of all interviews and meetings held during the application of this policy. Those involved in each meeting will be provided with a copy of any records made.

18.3. The investigator(s) will ensure there is a full and comprehensive file of the procedure which should include all statements, records and evidence. At the end of the procedure the file

should be passed to the Headteacher/Executive Headteacher / School Business Manager who should ensure that it is stored confidentially. Files for Headteachers and the central support team must be returned to the Trust Human Resources department for filing.

- 18.4. All records will be kept confidentially and retained in accordance with the General Data Protection Regulation (2018).
- 18.5. Employees may also wish to keep records of events to support their case.

**19. Review**

- 19.1. This content of this procedure may be subject to revision from time to time following consultation with the recognised trade unions.
- 19.2. History of policy changes.

| Date    | Page | Details of the change                                      | Agreed by         |
|---------|------|--|-------------------|
| 21/7/23 | N/A  | This policy replaces the Plymouth CAST Grievance Policy v4 | SELT, Board & JCC |
|         |      |  |                   |
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Policy to be reviewed by the Plymouth CAST Board in consultation with the JCC or when legislation changes or operational reasons arise.

**Appendix 1. Formal Grievance Form**

**Formal Grievance Form**

|  |  |
|--|--|
| Employee Name  |  |
| Employee Job Title   |  |
| School/Department  |  |
| Date Grievance Raised  |  |
| If your complaint is against an individual - please provide their name and job title |  |

**Summary of Grievance:** Please provide a brief summary of your grievance. This should only be a summary. Full details can be provided in the next section.

**Full Details of Grievance:** Set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets or supporting documents if required.

**Individuals involved in the alleged incident/complaint:** Provide here the names and contact details of any people involved in your complaint, including witnesses.

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**Informal action to resolve the issue:** Please provide details of any action that you have already taken to resolve your grievance/complaint and why this did not work.

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**Outcome requested:** Please set out what outcome you are seeking from your complaint, and why and how you believe that this will resolve the issue.

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|--|--|
| <b>Declaration:</b>  |  |
| I confirm that the above statements are true to the best of my knowledge, information and belief. I understand that making any false, malicious or untrue allegations may result in disciplinary action being taken against me by the School. (In the most serious cases, making false, malicious or untrue allegations can be treated as gross misconduct). |  |
| Signature  |  |
| Name   |  |
| Date   |  |

**For Office Use Only**

|  |  |
|--|--|
| Date form received:                                  |  |
| Date investigation commissioned:                     |  |
| Date of grievance meeting:                           |  |
| Date of grievance outcome meeting:                   |  |
| Date employee notified of written outcome:           |  |
| Date appeal received:                                |  |
| Date appeal heard:                                   |  |
| Date employee advised of the written appeal outcome: |  |

## **Appendix 2. Responsibilities and Panel Formation**

### **1. Responsibilities**

- 1.1. It is the responsibility of the school's management team and SIO to manage their school within the framework of Plymouth CAST's policies and procedures.
- 1.2. In schools the Headteacher, or most senior member of the school, has overall responsibility for the management of employees in their school. They should ensure that staff with line management responsibilities are equipped with the relevant knowledge and training to manage staff effectively and appropriately.
- 1.3. The CEO has overall responsibility for the management of Plymouth CAST's central support staff through the management structure in place.

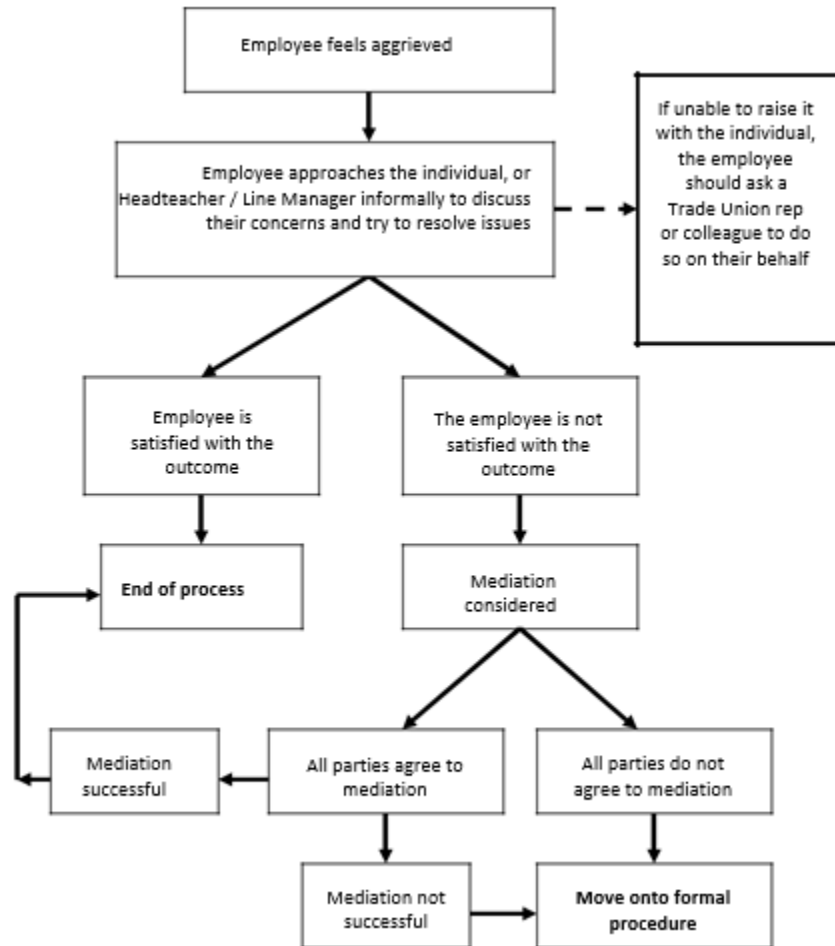
### **2. Support**

- 2.1. Plymouth CAST provides professional support and advice on the effective implementation of any procedure through the School Improvement Officer and HR, who should be informed of all grievances. A HR representative will be in attendance for all panel hearings.

### **3. Panel Formation**

- 3.1. An appropriate panel will be formed for any formal hearing, at which the employee will have the right to be accompanied by a trade union representative or work colleague.
- 3.2. The panel will consist of 3 panel members. One of the panel members will be appointed as the Chair of the Panel, this individual must be an employee of the Trust. For cases involving Senior Leaders of the Trust, the Chair of the Panel could be the Chair of the Board of Directors. The panel could comprise of a combination of the following:
  - 3.2.1. School Senior Leaders (Headteacher, Deputy Headteacher, Key Stage leaders etc). This can include Senior Leaders from other Plymouth CAST schools.
  - 3.2.2. A member of the Plymouth CAST central team
  - 3.2.3. A member of the Plymouth CAST HR team
  - 3.2.4. Member of a Local Governing Board (this can be from another Plymouth CAST School).
  - 3.2.5. Member of the Board of Directors
- 3.3. Consideration should also be given to appointing investigating officers and panel members from across Plymouth CAST's network.

### Appendix 3. Informal Grievance Procedure



## Appendix 4. Formal Grievance Procedure

