



Grievance Policy

The purpose of this procedure is to ensure that employees have an opportunity to raise formally with management any grievances, concerns or problems relating to their job or complaints regarding the Academy or any of its employees. The Academy's aim is to ensure that grievances or complaints are dealt with promptly and fairly by the appropriate level of the Academy's management.

It is advised that employees try and resolve a grievance concern or problem before using this procedure.

It is essential to the proper working of this procedure that any employee raising a grievance should continue to work normally whilst the procedure is being followed. We will also follow the ACAS guidelines and principles.

Step 1

In the very first instance the employee should raise their grievance by talking to their line manager, telling them what the problem is and trying to find a mutually acceptable solution.

Step 2

If it is not possible to resolve the grievance informally by talking to their Line Manager an employee should raise the matter formally and without unreasonable delay with a member of the Senior Management Team who is not the subject of the grievance. This should be done in writing and must include a sufficient explanation of the basis of their grievance. Where a matter affects a group of employees, the Academy may suggest that an appropriate representative is nominated to raise the grievance on the employee's behalf. A meeting to explain and discuss the grievance will normally be held within 5 working days of the formal grievance being raised.

Workers have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. So this would apply where the complaint is, for example, that the employer is not honoring the worker's contract, or is in breach of legislation.

The chosen companion may be a fellow worker, a trade union representative or an official employed by a trade union. A trade union representative who is not an employed official must be certified by their union as being competent to accompany a worker.

To exercise the right to be accompanied a worker must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However it would not normally be reasonable for workers to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for a worker to ask to be

accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

The companion should be allowed to address the hearing to put and sum up the workers case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing if the worker does not wish it to prevent the employer from explaining the case.

Following the meeting a decision will be taken on what action if any is to be taken. The decisions will be communicated to the employee in writing without unreasonable delay and where appropriate will set out what action the employer intends to take to resolve the grievance. The employee should be informed that they can appeal if they are not content with the action taken.

Step 3 Appeal

Where an employee feels that their grievance has not been satisfactorily resolved they may appeal by writing without unreasonable delay (normally within 5 working days) to the Chief Executive Officer detailing the grounds for their appeal.

Appeals will be heard without unreasonable delay (ideally within 5 working days) and at a time and place which should be notified to the employee in advance.

The appeal should be dealt with impartially and wherever possible by an appropriate member of the Board of Trustees who has not previously been involved in the case or the Chair of the Board.

Workers have a statutory right to be accompanied at any such appeal hearing.

The outcome of the appeal should be communicated to the employee in writing without unreasonable delay. This is the final stage of the appeal process.

Reviewed Nov 2015, next review Nov 2016
Reviewed May 2018

