

BRIDGEND COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL PEN-Y-BONT AR OGWR

GRIEVANCE POLICY AND PROCEDURE

SCOPE

This policy will apply to all employees in the school except:

- **Those support staff under probation with the exception of the procedure for reporting sickness absence.**

BRIDGEND COUNTY BOROUGH COUNCIL

GRIEVANCE POLICY STATEMENT

Purpose and Scope

Where it has not been possible to resolve an issue via the normal line manager/employee process the grievance procedure may be used to facilitate a solution to the issue in hand.

The policy is not designed to cover issues, which are:

- A matter of collective agreement
- Covered by another policy e.g., harassment, discipline, and attendance management.

Employees are entitled to be represented at each stage of the procedure. Any grievances put forward will be fully investigated by an independent person who will present a report to the Grievance Committee.

All grievance proceedings and discussions will be dealt with sensitively and as confidentially as reasonably practical.

1. INTRODUCTION

- 1.1 The procedure is initiated to enable employees to formally raise issues for consideration by managers in respect of their employment.

2. STEP ONE - INFORMAL STAGE

- 2.1 Employees should attempt to resolve issues informally with their immediate line manager or Headteacher, if this is not possible as the line manager/Headteacher may be the cause of concern then the matter should be raised with the next tier of management if the grievance is concerning the Headteacher then the matter should be raised with the Chair of Governors.
- 2.2 Human Resources may assist in the informal stage if this is deemed appropriate and/or necessary.

3. STEP TWO - FORMAL STAGE

- 3.1 Where it has not been possible or not practical in the circumstances to resolve the matter at step one; employees would need to complete the School's Grievance Form. APPENDIX C
- 3.2 If the grievance is against the immediate line manager or related to them, another manager will be asked to review the case.
- 3.3 If the grievance is against Headteacher or related to them, the Chair of Governors will be asked to review the case.
- 3.4 The grievance will be dealt with as soon as is reasonably practicable, normally within one calendar month.
- 3.5 The Grievance Committee will consider the grievance whilst being advised by a HR Adviser.
- 3.6 The full grievance procedure is as follows:
 - 3.6.1 The employee will complete the grievance form (attached as Appendix A) and submit this to the Headteacher or Chair of Governors if the grievance concerns the Headteacher
 - 3.6.2 The Headteacher/Chair of Governors will appoint an investigating officer. All parties should agree on the person to carry out the investigation but if this is not possible, the Chair of Governors/ Corporate Director will have the final authority to appoint.

- 3.6.3 The Investigating Officer will be advised by a HR Adviser.
- 3.6.4 A grievance hearing will be arranged as soon as reasonably practicable, normally within one calendar month with the Grievance Committee.
- 3.6.5 The employee and their representative will attend the Grievance Committee meeting to present their evidence.
- 3.6.6 Witnesses may be called if necessary including the person the grievance may be against
- 3.6.7 The Investigating Officer will present their report.
- 3.6.8 Should there be a need to further investigate; the hearing will adjourn to allow this to take place.
- 3.6.10 The hearing will reconvene to conclude the hearing of the grievance.
- 3.6.11 The Grievance Committee will convey the decision in writing within 5 working days of the full grievance hearing. Dependent on the outcome, it may be necessary to invoke the disciplinary procedure.

4. RIGHT OF APPEAL

- 4.1 The employee has a right of appeal against the decision of the Grievance Committee.
- 4.2 The employee has 5 working days in which to exercise their right of Appeal from the date of written notification.
- 4.3 The Appeal must be made in writing stating the grounds for Appeal.
- 4.4 The appeal will be heard the school's Appeal Committee and advised by HR and Legal Adviser.
- 4.5 The employee has 5 working days in which to exercise their right of Appeal from the date of written notification.
- 4.6 The bundles for the Appeal must be exchanged no later than 5 working days before the date of the appeal hearing.
- 4.7 Members of the Appeal Committee will hear representations from the employee and his/her representative and from the Investigating Officer before making a decision.
- 4.8 The decision of the Appeal Committee will be conveyed in writing to the employee and a copy provided to Human Resources.

APPENDIX A

PROCEDURE TO BE ADOPTED AT THE GRIEVANCE HEARING

1. The hearing will be held by the Grievance and Disciplinary Appeal Committee, who will be supported by a Human Resources Adviser and a clerk to governors.
2. The parties and their representatives shall be called in simultaneously before the Committee. At the start of the hearing the Chairman will introduce those present and will explain the procedure.
3. The appellant and/or his/her representative will present their case calling, if appropriate, any witnesses to assist in substantiating or clarifying the facts.
4. The Investigating Officer will be entitled to question the appellant or his/her representative and any witnesses.
5. The Investigating Officer will present the management's case calling, if appropriate, any witnesses.
6. The appellant or his/her representative will be entitled to question the investigation officer and any witnesses.
7. The committee members and the Human Resources Adviser will be entitled at any time during the hearing, with the consent of the Chairman, to ask questions.
8. Where new evidence arises during hearing or appeal it may be appropriate to adjourn in order to investigate or consider such points.
9. The appellant or his/her representative will be given an opportunity to sum up but will not be able to introduce any new evidence at this stage.
10. The Investigating Officer will be given an opportunity to sum up. He/she will not be able to introduce any new evidence at this stage.
11. All parties other than the Members of the Committee and the Human Resources Adviser will withdraw from the meeting. The Human Resources Adviser will remain in the meeting whilst the Committee require advice.
12. Once the Committee has received advice from the Human Resources Adviser, they will withdraw while the Committee considered the information.
13. The Committee may recall the Human Resources Adviser and clerk to governors to clarify any points
14. The Committee may recall the parties to clarify any points but, if so, must recall both parties and their representatives and allow them to comment if they so wish.
15. After the Committee has reached a decision the parties and their representatives will be recalled and the decision announced to them together with the reasons for

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it. The decision will be confirmed in writing by the Chair of Governors as soon as possible after the hearing.

NOTE:

The appellant may be represented by either his / her Trade Union representative or by a work colleague.

APPENDIX B

PROCEDURE TO BE ADOPTED AT THE GRIEVANCE APPEAL HEARING

1. The hearing will be held by the Grievance and Disciplinary Appeal Committee, who will be supported by a Human Resources Adviser and a clerk to governors.
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GRIEVANCE STATEMENT FORM

Name		Staff No	
School		Job Title	

Grounds for grievance (Please state your problem or concern)			
To whom did you originally report the grievance and when?			
What was the result of this application?			
What would you like to see happen now?			
Signature		Date	