

Quality Management System

Procedure Number

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Procedure Title

Grievance Procedure

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Alternative Format Statement

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Grievance Procedure

	Responsibility
1.0 Purpose 1.1 To foster good relationships between staff and managers by discouraging the harbouring of grievances. 1.2 To ensure that grievances are resolved as quickly and as fairly as possible. 1.3 To settle grievances as near as possible to the point of origin. 2.0 Scope 2.1 A grievance may relate to any aspect of a member of staff's employment with the Bishop Auckland College Group ('the Group'), which is not able to be dealt with under any other established procedure. 2.2 Where a grievance is in relation to a safeguarding concern (including a concern with regard to radicalisation or extremism) please refer to the Safeguarding/Child Protection Policy (ref POL-CP-01). 2.3 Where the Grievance is in relation to a safeguarding concerns or allegations against a staff member, including volunteers, agency staff and contractors, please refer to the Safeguarding concerns and allegations against a member of staff policy (POL-HR-12). 2.4 As this procedure involves processing personal data, data protection regulations will be adhered to. Please refer to the General Data Protection Regulation Policy (ref: POL-DP-01) for further information. 3.0 References 3.1 Guidelines for Completing a Quality Records Schedule Q-QR-01 3.2 General Data Protection Regulation Policy POL-DP-01	

4.0 Definitions	Responsibility
4.1 Grievance Officer – any member of the Group’s management team, normally this will not include, the Principal/Chief Executive. Where the grievance is about a member of the management team or in exceptional circumstances, the Grievance Officer can be an Executive Team member. 4.2 Management team – Any member of the Group’s management as identified on the group management structure (excluding Executive Team members). 4.3 HR – Human Resources	
5.0 Procedure Note: - A member of staff may request that a trade union representative or workplace colleague be present at any meeting in any formal stage (from the First Formal Stage onwards) of the procedure. 5.1 Informal Stage 5.1.1 If a member of staff has a grievance relating to their employment with the Group, the staff member should raise the grievance, initially, with their line manager. 5.1.2 The line manager will attempt to resolve the grievance informally, as quickly as possible. 5.1.3 Should a member of staff have a grievance which concerns their line manager, the grievance should be referred to the line manager’s own manager who will try to resolve the grievance informally. 5.1.4 If the matter is very serious or in circumstances where the member of staff feels that the matter has not been satisfactorily resolved informally, the member of staff may proceed straight to the First Formal Stage.	Staff Member Line Manager Line Manager Staff Member

5.2 First Formal Stage	Responsibility
5.2.1 If the staff member does not feel that the grievance has been resolved satisfactorily or if the grievance is of a more serious nature, then the staff member can complete the grievance form (ref HR-GR-01) and elect a Grievance Officer (ref 4.1) to look into the grievance.	Staff Member
5.2.2 The staff member should give a copy of their grievance form to the HR Department who can advise on a list of managers who can be Grievance Officers and who will then keep a copy of the grievance form until the issue is resolved.	Staff Member
5.2.3 Once the grievance form has been fully completed, the staff member should then speak to the Grievance Officer chosen and discuss their grievance. The staff member may ask the Executive Director of People/designate to do this on their behalf.	Staff Member
5.2.4 If a Grievance Officer is aware of other commitments which may deter them from concluding the grievance within 10 working days, then the Grievance Officer should discuss this with the staff member. The staff member will then have the option to refer their grievance to another Grievance Officer or agree with the chosen Grievance Officer a timescale within which they should endeavour to conclude the grievance.	Grievance Officer
5.2.5 On receipt of the grievance form from the member of staff, the Grievance Officer will: - a) contact HR to inform them of the grievance and request any information relating to the grievance, which is held by the Executive Director of People/designate, to be forwarded to them; b) make enquiries into the grievance; c) discuss the grievance with the member of staff (and their trade union representative or workplace colleague, if requested); and with any other relevant involved parties. d) within 10 working days of receipt of the Grievance Form, come to a decision with regard to the grievance.	Grievance Officer

	Responsibility
5.2.6 Where the grievance is of a complex nature or there are exceptional circumstances – e.g., staff who need to be met with are on annual leave then it may not be possible for the Grievance Officer to conclude the grievance within the agreed timescale, the Grievance Officer should discuss this with the employee and agree a realistic timescale for the grievance to be concluded. Whilst the timescale should be realistic this should be done in the shortest time possible. The Grievance Officer should make HR aware of the new deadline date.	Grievance Officer
5.2.7 Having made a decision with regard to the grievance, the Grievance Officer will produce a written report, which gives details of the nature of the grievance, the outcome of any enquiries they have undertaken and the decision/recommendation they have reached.	Grievance Officer
5.2.8 The Grievance Officer will forward a copy of the report, under confidential cover, to the member of staff. The Grievance Officer should also forward a copy of the report and any other documentation which refers to the grievance, will be forwarded, under confidential cover, to the Head of HR.	Grievance Officer
5.2.9 The Executive Director of People/designate will file the report on the member of staff's personal file and log it on the HR system.	Executive Director of People/ Designate
5.2.10 If the member of staff is not satisfied with the response of the Grievance Officer, they can elect to refer the grievance to an Executive Team member/ Senior Manager of their choice within 10 working days of receipt of the Grievance Officer's written report (advice can be sought from Human Resources as to a suitable Executive Team member/Senior Manager).	Staff Member
5.3 Final Formal Stage 5.3.1 The chosen Executive Team member/designate will arrange for any information on the grievance held by the Director of HR/ designate to be forwarded to them. They will arrange a meeting with the member of staff (and, if requested, their trade union representative or workplace colleague).	Executive Team member/Designate

	Responsibility
5.3.2 The member of staff and (if attending) their trade union representative or a workplace colleague will be given the opportunity to explain the nature of the grievance, submit verbal/written evidence and call appropriate witnesses	Staff Member
5.3.3 The Executive Team member/designate has the right to ask questions of the member of staff, their trade union representative or workplace colleague, if appropriate, and any witnesses called.	Executive Team member/Designate
5.3.4 The Executive Team member/designate will consider all of the issues raised at the meeting and will issue a written decision, under confidential cover, to the member of staff within 10 working days of the grievance being raised, forwarding a copy, under confidential cover, to the Executive Director of People/designate	Executive Team member/Designate
5.3.5 Where the grievance is of a complex nature or there are exceptional circumstances – e.g., staff who need to be met with are on annual leave then it may not be possible for the Executive Team member/designate to conclude the grievance within the agreed timescale. If this is the case, the Executive Team member should discuss this with the employee and agree a realistic timescale for the grievance to be concluded. Whilst the timescale should be realistic this should be done in the shortest time possible. The Executive Team member should make HR aware of the new deadline date.	Executive Team member/Designate
5.3.6 The Executive Director of People/designate will file the copy of the decision reached on the member of staff's personal file and log it in the HR system.	Executive Team member/Designate
5.3.7 If the member of staff is not satisfied with the response of the Executive Team member/designate, they can appeal to the Principal/Chief Executive, within 10 working days of receipt of the written report.	Staff Member

5.4 APPEAL	Responsibility
5.4.1 The Principal/Chief Executive/designate will request that any information on the grievance held by the Executive Director of People/designate be forwarded to them. The Principal/Chief Executive/designate will then convene a meeting with the member of staff (and their trade union representative or workplace colleague, if requested).	Principal/Chief Executive/Designate
5.4.2 The Principal/Chief Executive/designate will consider the member of staff's appeal and will come to a decision with regard to the grievance raised.	Principal/Chief Executive/Designate
5.4.3 The Principal/Chief Executive/designate will confirm their decision to the member of staff, in writing, within 10 working days of the member of staff's appeal and will forward a copy of the decision reached, under confidential cover, to the Executive Director of People/ designate.	Principal/Chief Executive/Designate
5.4.4 Where the appeal is of a complex nature or there are exceptional circumstances – e.g. staff who need to be met with are on annual leave then it may not be possible for the Principal/Chief Executive/designate to conclude the appeal within the agreed timescale. If this is the case, the Principal/ Chief Executive should discuss this with the employee and agree a realistic timescale for the appeal to be concluded. Whilst the timescale should be realistic this should be done in the shortest time possible. The Principal/Chief Executive/designate should make HR aware of the new deadline date.	Principal/Chief Executive/Designate
5.4.5 The Executive Director of People/designate will file the copy of the decision reached on the member of staff's personal file and log it on the HR system.	Executive Director of People/ Designate
5.4.6 The Principal/Chief Executive's/designates decision will be final.	Principal/Chief Executive/Designate

	Responsibility
6.0 Records 6.1 The Executive Director of People is responsible for maintaining the documented records associated with this procedure. They will determine the records to be held, their location, retention period and dispersion using the Quality Records Schedule (ref 3.1) as a guide 7.0 Privacy Notice 7.1 It is the Group's policy that the recording of meetings is not permitted. Recording of any meeting would be in breach of the policy and would be grounds for separate disciplinary action. The Group may make written notes during a meeting and a staff member, or their companion, would also be free to make written notes as appropriate. If a staff member refuses to confirm that he or she is not recording the meeting when asked, or confirms that he or she is recording the meeting, it may be appropriate for the Chair to adjourn the meeting. 8.0 Documentation 8.1 HR-GR-01 Grievance Form	Executive Director of People

9.0 Quality Records Schedule

Identification of Record	Medium	Storage Location/ Protection	Retention Period	Access Rights/ Retrieval	Method of Disposal
HR-GR-01 Grievance Form	Paper Based	Staff Members Personal File in H.R. Office	10 Years	HR Staff/ Assistant Principal – Finance & Resources	Destroyed as Confidential Waste (Shredded)
	Electronic copy	HR system			Deleted

Contact Information

For questions or feedback regarding this Procedure, please contact:

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