



## **GRIEVANCE PROCEDURE (Staff)**

### **Making your concerns known.**

We need to know if you are feeling aggrieved about an aspect of the school that directly affects you; what the school requires of you, the behaviour of other staff or your manager. We cannot rectify problems if you do not tell us about them. Your concerns need to be considered, and resolved, as quickly and efficiently as possible. Our grievance procedure outlines the different stages of the process and what is expected at the end of each stage

### **Stage 1**

If you have an issue about your employment or other organisational matters you should discuss this with a member of the management team in the first instance.

If your issue is with the actions or behaviour of a colleague you should seek to discuss this with the colleague in the first instance in an effort to resolve your concern. If your concern is not resolved to your satisfaction it should be discussed with a member of the management team.

Most difficulties are resolved at this stage. However, if the issue or concern is not resolved you should refer your grievance to the next stage.

### **Stage 2**

Your grievance will be heard by Zoe Thompson, School Proprietor (unless the grievance is about Zoe, in which case go straight to stage 3), at an informal meeting and hopefully resolved at this stage. You may bring a friend to accompany and support you at this and any subsequent meetings.

The Proprietor will undertake the necessary investigations to address your concerns. However, should you still be dissatisfied you can take your grievance forward in writing as a Stage 3 grievance.

### **Stage 3**

All grievances at this stage need to be addressed in writing to the Proprietor, Bright Futures School, at the address below. The Proprietor will identify an independent person to investigate and reply to you in writing within 10 working days from the receipt of your letter.

### **Stage 4**

If you feel the stage 3 response has not satisfactorily addressed your grievance, you can request a formal hearing of your grievance/complaint. A panel of 3 persons including at least two persons with no immediate connection to Bright Futures School and all of whom have no previously involvement with investigating your concerns will hear your grievance. This panel will consider evidence submitted by you and the school. The panel will be convened within 15 working days of receipt of your grievance. The Chair of the panel will write to you outlining the decision of the panel within 5 working days of the hearing.

### **Stage 5**

In most cases the decision at stage 4 is the final stage in the consideration of your grievance. However, if you feel that the school staff and Company Director have not dealt with the matter to your satisfaction, and you have gone through all the stages mentioned above, you can telephone ACAS, <http://www.acas.org.uk> on 0300 1231100 from whom, as an employee, you will be able to obtain confidential guidance about any kind of dispute or query that you have about relationship issues within the workplace, employment rights and rules, etc. and the steps open to you if you wish to pursue your grievance further.

**Updated** January 2020