Grievance Policy and Procedure

For Schools Based Employees

October 2024

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CONTENTS

1. Introduction ..... page 3
2. Scope ..... page 3
3. Purpose ..... page 4
4. Exceptions ..... page 4
5. Principles ..... page 4
6. Malicious Grievances ..... page 6
7. Dignity at Work -Bullying, Discrimination, Harassment and Victimisation page 6
8. Managers Authorised to Hear Grievances ..... page 6
9. Employee's Right to be Accompanied ..... page 6
10. The Informal Stage of the Procedure ..... page 7
11. The Formal Stage of the Procedure ..... page 8
12. Grievance Investigation ..... page 9
13. Grievance Outcomes ..... page 9
14. Appeal Meeting ..... page 10
15. General Points about the Grievance Procedure ..... page 12

Appendix 1 Employee Grievance Form ..... page 15
Appendix 2 Mediation and Conciliation ..... page 17
Appendix 3 Employee Grievance Appeal Form ..... page 18
Appendix 4. Letter 1 – Acknowledgement of Written Grievance ..... page 19
Appendix 5. Letter 2 – Grievance Meeting Outcome ..... page 20
Appendix 6. Letter 3 – Invite to Grievance Appeal Hearing ..... page 21
Appendix 7. Letter 4 – Appeal Meeting Outcome ..... page 22

1. Introduction

1.1. It is Central Bedfordshire Council's policy to encourage free communication between its members of staff and its managers. If an employee has a grievance relating to their employment, they have a right to express it. Every effort will be made to deal with the grievance as quickly as possible, although some cases need time to be investigated fully and in the strictest confidence.

1.2. Most routine complaints and grievances are best resolved informally in discussion with the employee's immediate line manager or supervisor. Dealing with grievances in this way can often lead to the speedy resolution of problems. The Council hopes that the majority of concerns can be resolved at this stage.

1.3. Advice on application of this procedure should be sought from the school's HR Provider.

2. Scope

2.1. This procedure applies to all employees in Central Bedfordshire Council's maintained Community, Voluntary Controlled, Nursery and Special Schools.

2.2. This policy applies to all employees regardless of how long they have been employed, their contractual hours and contract type and will apply to both individual and group grievances.

2.3. The Grievance Policy should be used for work related issues, such as concerns relating to an employee's own employment, working environment or the application of terms and conditions, excluding pay (which will be dealt with by the model salary policy adopted by the Governing Body). It should also be used to address complaints about another employee's behaviour.

2.4. Formal grievances/complaints relating to bullying, discrimination, harassment and victimisation are included within the remit of this policy. Employees are encouraged to review the Handling Complaints of Bullying, Discrimination, Harassment & Victimisation Policy & Procedure accessed on the Schools Portal first.

Application of the policy for Headteachers

2.5. The term employee includes Headteacher, to who this policy applies in full.

2.6. If a Headteacher wishes to raise a grievance, they are encouraged to attempt to resolve concerns informally through discussion with their Chair of Governors. If they are unable to resolve the grievance in this way, the Headteacher should write to the Chair of Governors, who will, in discussion with the school's HR Provider and a representative from Central Bedfordshire Council's Schools HR Statutory Services Team, agree a format for a formal procedure to enable a fair and transparent process to be followed in all cases.

3. Purpose

3.1. It is recognised that many matters which become the subject of formal grievance arise from simple misunderstandings. The purpose of the Council's grievance procedure is to:

- Provide a mechanism for the complaints or concerns to be heard and dealt with fairly, consistently, speedily and in an objective and sensitive manner before they develop into major problems
- Constructively resolve complaints raised and to avoid damaging relationships as a consequence of raising a grievance
- Promote sound employment practices
- Determine individual grievances as close to their source as possible
- Enable any employee to have their grievance heard by management and seek redress and
- Encourage a harmonious working environment

3.2. No action will be taken or changes made in relation to the factors causing the grievance until it is resolved or all stages of the procedure are exhausted (i.e. "status quo" will remain until resolution or the procedure is exhausted).

4. Exceptions

4.1. The Grievance Procedure cannot normally be followed to address the following:

- Personal disagreements between individuals not connected with their duties/roles within the school
- Issues which are the subject of other Council policies and procedures. These might include whistleblowing, officer/member protocol, fraud and corruption, discipline and procedures amended by collective agreements
- Complaints relating to income tax, national insurance and pensions where resolution of the grievance is beyond the powers of the Council
- Pay/Gradings and assimilations/ring fencing where there are separate appeals procedures, unless there is a specific equality issue involved
- Organisational reviews where particular consultation requirements apply
- Restarting a grievance procedure where a grievance has been considered previously, unless the facts of the matter have substantially changed and at least six months have elapsed since the completion of that process

5. Principles

5.1. The Education Act (2011) gives responsibility to the governing body for the management of the school. The governing body, for example, has sole responsibility for recruitment, the promotion of staff, leave of absence, pay determination and employment procedures. It is for the governing body to ensure that a suitable Grievance Officer is appointed who will seek to resolve staff grievances in the formal stage. It is also for the governing body to establish a committee of its own members which will seek to resolve staff grievances at the appeal stage, where necessary. The appeals committee should comprise a minimum of three governors.

5.2. A grievance cannot be referred beyond the governing body on matters involving its responsibilities. Similarly, a grievance cannot be referred beyond the Council in matters for which the Council is responsible.

5.3. Should allegations be made relating to the Safeguarding of Children or Vulnerable Adults, Central Bedfordshire Council's Allegations Manager should be informed immediately. No further action should be taken under the grievance procedure until the Allegations Manager has provided further advice.

5.4. The role of the Grievance Officer

An employee's Grievance Officer is the person who tries to resolve the employee's formal grievance. In most circumstances, this will be the Headteacher. However, if the grievance concerns the Headteacher, then another Grievance Officer will be appointed by the Chair of Governors (usually another Governor of the school).

5.5. Grievances are best resolved promptly and as near to the point of origin as possible. This is particularly important where the grievance relates to behaviour and there is a need to rebuild relationships. This policy actively encourages employees to raise issues and try to resolve them with their Line Manager (informally) and/or their Grievance Officer (formally) in the belief that the sooner these workplace concerns can be resolved, the quicker all parties will be able to resume normal working.

5.6. Headteachers and Governing Bodies are responsible for applying this procedure in a fair and equitable way. In addition, they are responsible for working with all parties to find a resolution that enables everyone to resume normal working as soon as possible.

5.7. Employees are expected to raise grievances without unreasonable delay and it is anticipated that grievances will be raised within 4 months of the relevant incident. Should an employee wish to raise a grievance outside of this time frame they should include evidence of any extenuating circumstances that have caused the delay when submitting their grievance.

5.8. Employees should submit formal grievances in writing and there is an Employee Grievance Form (Appendix 1) to aid this process. Please see paragraphs 11.1 to 11.5 for further guidance on written grievances.

5.9. The grievance procedure may not be able to proceed where it is apparent that the resolution sought is not within the School or Council's gift.

5.10. This procedure will be followed where a grievance is raised by an employee during their notice period, exit interview or in their letter of resignation.

5.11. A representative of the schools HR provider should be present at all formal hearings in order to advise management on policy and procedure.

5.12. The CBC Schools HR Statutory Services Team, must be informed of the submission of a formal grievance at the earliest opportunity. An officer of the CBC Schools HR Statutory Services team may attend any of the formal hearings where it is deemed necessary.

5.13. All parties involved in a grievance have a responsibility to attend meetings, provide honest and factual information, act with integrity, and treat each other with respect and maintain confidentiality.

6. Malicious Grievances

6.1 If an employee makes an unfounded allegation of victimisation, bullying or harassment this will not automatically be viewed as malicious, and the employee will be protected from victimisation. In such instances an independent case review will be undertaken and if it is deemed that the allegation was made for malicious reasons this will be explored and dealt with fairly and objectively under the Disciplinary Procedure for Schools accessible on the Schools Portal.

7. Dignity at Work - Bullying, Discrimination, Harassment and Victimisation

7.1. Central Bedfordshire Council is committed to developing and promoting a culture and working environment where everyone is treated with dignity and respect at work. As part of our duty of care to employees we have a zero-tolerance approach to bullying, discrimination, harassment (including sexual harassment) and victimisation and encourage employees to raise any concerns in accordance with the separate Handling Complaints of Bullying, Discrimination, Harassment & Victimisation Policy & Procedure accessed on the Schools Portal.

8. Managers Authorised to Hear Grievances

Stage	Meeting between employee and:	If the grievance involves that person, the meeting will be with:
Informal Stage	Line Manager or Headteacher	Headteacher or Grievance Officer (informally)
Formal Grievance Meeting	Headteacher (acting as the Grievance Officer). In bigger schools this may be another member of the Leadership Team	Chair of Governors will nominate a single Governor to act as the Grievance Officer
Investigation carried out (if necessary) by	Investigation Officer (appointed by the Grievance Officer)	Not applicable
Appeal Meeting	Panel of three Governors	Not applicable

9. Employee's Right to be Accompanied

9.1. Employees have the right to be accompanied at all stages of the formal procedure and may choose to bring a Companion for support to the informal meeting. The employee's Companion can be:

- a work colleague
- a full time Trade Union Official or
- an accredited Trade Union Representative

9.2. The role of the Companion at all formal meetings under the Grievance Procedure is to support the employee. They are allowed to:

- address the meeting in order to present the employee's case
- respond on the employee's behalf to any view expressed at the meeting
- confer with the employee during the meeting
- ask questions of witnesses and
- sum up the employee's case

9.3. However, they are not allowed to:

- answer questions on behalf of the employee
- address the hearing if the employee does not want them to or
- prevent the employee from explaining their case

10. The Informal Stage of the Procedure

10.1. Many workplace problems are easily resolved at a local level and in an informal manner. Employees should feel encouraged to bring their concerns to their Line Manager or the Headteacher without fear of reprisal or censure.

10.2. In all but the most serious of grievances, it is strongly encouraged that employees raise a grievance informally first. Raising an informal grievance does not mean that it is not important, rather that an open, honest dialogue may be an easy and appropriate route to solve a concern before it escalates further.

10.3. Informal grievances are conducted as discussions between the employee and their Line Manager or the Headteacher. The employee may choose and is encouraged, to invite a Companion to accompany them; however there is no statutory right for an employee to be accompanied at this meeting. A Companion can be a work colleague, a full time Trade Union Official or an accredited Trade Union Representative.

10.4. Where an employee requests a meeting as part of the informal grievance procedure it should be granted within five working days of the request being made.

10.5. The informal meeting

10.6. The Line Manager should seek to understand what the employee is concerned about, what outcome the employee is seeking and whether any further meetings are needed.

10.7. More than one discussion may be required to achieve a resolution. At the end of the meeting(s), the employee and the Line Manager should agree what actions will be taken to achieve an acceptable outcome, and by when.

10.8. If the grievance is related to the behaviour of another employee, the person raising the grievance will be informed if action will be taken but not the nature of the action.

10.9. It is good practice for the Line Manager to make notes of this meeting, outlining the issues discussed, and the outcomes from the meeting. The notes must be shared with the employee.

10.10. In circumstances where working relationships are breaking down, it may, with mutual agreement, be helpful to seek advice and assistance through mediation during the grievance procedure (Appendix 2).

10.11. If the employee and the Line Manager have been unable to resolve the grievance, the employee may like to consider raising a formal grievance.

11. The Formal Stage of the Procedure

11.1. If an employee feels that their Line Manager or Headteacher has not been able to resolve their concerns adequately through an informal route, then the employee should raise the grievance formally.

11.2. The employee must put down the nature of their concern in writing. To aid this process, the Employee Grievance Form (Appendix 1) should be completed in all cases.

11.3. The employee must ensure their written grievance covers the following areas:

- A brief description of the events that took place, including the people involved and the dates and timescales
- An account of how the events have made the employee feel
- What actions has the employee taken to resolve this grievance so far?
- What outcome(s) is the employee hoping for?

11.4. The employee should keep a copy of their grievance form and they may choose to share it with their Companion.

11.5. The formal meeting

11.6. The employee should be invited to attend a grievance meeting at a suitable time and place, ideally within 10 working days of written receipt of the grievance.

11.7. The employee has a statutory right to be accompanied by a Companion at this meeting. If the employee or their Companion is unable to attend on this date, a suitable alternative date should be agreed upon, preferably within 5 working days of the original date.

11.8. The Grievance Officer leads the meeting; they will give the employee the opportunity to explain their concerns and say how they think the matter can be resolved.

11.9. At this meeting, the Grievance Officer may be able to resolve the grievance. If no further investigations are required, the process can move on to paragraph 13.3 in Grievance Outcomes.

11.10. More usually, they will need to investigate the grievance, and then meet up again with the employee to discuss the outcomes. An investigation must be initiated if the grievance relates to claims of bullying, discrimination, harassment or victimisation.

11.11. This meeting, and subsequent ones, should be conducted with calmness, openness and resolution.

11.12. The Grievance Officer will need to keep notes of the meeting, or arrange for a note taker to be present, and share the notes with the employee after the meeting.

12. Grievance Investigation

12.1. There are two types of investigation:

i. Simple, fact finding investigation

Following the grievance meeting, the Grievance Officer may need to verify certain facts, request copies of documents etc. This can all be carried out by the Grievance Officer to enable a quick resolution of the grievance.

However, if the grievance is of a more complex nature, and if witnesses need to be interviewed, then it may be necessary to appoint an Investigation Officer, to investigate the issues raised by the employee. The school's HR Provider can advise on when a full investigation is appropriate.

ii. Full investigation

The Grievance Officer will appoint a suitably independent and senior Investigation Officer to carry out a full investigation. The Investigation Officer must be appointed within 5 days of the grievance being referred for an investigation, and ideally concluded within 3 weeks.

During the investigation, the Investigation Officer will need to interview the employee concerned, plus other employees whose information will have a bearing on the matter. The employee may be accompanied to this meeting by a work colleague or trade union representative.

The aim will be for this process to be carried out confidentially and as swiftly as is practicable.

It is not the duty of the Investigation Officer to make a decision about the employee's grievance. Their role is to ascertain the facts, and then present the facts to the Grievance Officer.

The facts will be presented in writing, and the employee will be sent a copy of the investigation report.

13. Grievance Outcomes

13.1. Once the investigation report has been received, the Grievance Officer will need to reconvene the grievance meeting. At this meeting, they may ask further questions which have arisen, before moving on to discuss the outcomes.

13.2. At the meeting:

- The employee may be accompanied by their Companion
- The Grievance Officer may choose to invite witnesses, including the Investigation Officer, to the meeting to answer any questions. Both the Grievance Officer and the employee (and their Companion) may ask questions of witnesses
- The employee will be asked if they want to call witnesses to the grievance meeting (including the Investigation Officer if not called by the Grievance Officer) to provide information to supplement their witness statement

13.3. Having heard all the information, the Grievance Officer will adjourn the meeting to consider their response.

13.4. The Grievance Officer must consider each of the employee's points, and make a decision about each one. This will be recorded in the outcome letter.

13.5. The possible outcomes following a grievance meeting are as follows:

- The grievance is upheld in full, or
- The grievance is rejected, or
- The grievance is partially upheld i.e. the Grievance Officer agrees with some of the employee's concerns, but not others

The outcome 'partial uphold' is not to be used where a decision cannot be reached.

13.6. In addition to the above, the parties can be referred to Mediation (see Appendix 2).

13.7. The Grievance Officer will confirm the outcome in writing, within 5 working days of the final meeting. In the letter, the Grievance Officer should set out:

- The outcome, i.e. if the grievance has been upheld, rejected or partially upheld
- The reasons for the decision,
- Any facts which the Grievance Officer has ascertained in coming to their decision,
- Any recommendations or agreed actions for the parties to take (although the employee does not have the right to know what action will be taken in relation to another employee), and
- The employee's right to appeal the decision, and if they choose to do so, that this should be within 5 working days of receipt of the written decision.

14. Appeal Meeting

14.1. If an employee wishes to appeal the outcome of a grievance meeting they are entitled to do so within 5 working days of receiving, in writing, the letter following the grievance meeting.

14.2. To raise an appeal, the employee must complete the grievance appeal form (appendix 3), explaining why they are dissatisfied with the decision. The appeal letter will be passed to the Clerk to the Governors.

14.3. The Clerk to the Governors will acknowledge the appeal request in writing within 5 working days and will arrange for a meeting to take place within a further 10 working days.

14.4. The employee will be sent a copy of the documents that will be considered, 7 working days before the hearing.

14.5. The appeal meeting will be heard by three members of the Governing Body. One of the Governors will act as Chairperson of the Meeting. The Clerk to the Governors will also be present to take notes during the meeting, and an Advisor from the School's HR Provider may also be present to advise the Panel.

14.6. The Panel will review the paperwork and will invite the Grievance Officer to the meeting, as a witness, to provide information to understand the rationale for their decision. (The Grievance Officer will not play any part in the appeal deliberation and decision-making process).

14.7. The employee may bring a work colleague or trade union representative to the meeting.

14.8. The format of this meeting will be similar to the original grievance meeting. The Chairperson will open the meeting by welcoming the attendees and making introductions. The Chairperson should also confirm which documents are to be used in the meeting. If there are additional documents to be added, or discrepancies, the meeting will be adjourned to enable the documents to be copied and read.

14.9. At the meeting, the Chairperson will seek to understand:

- The employee's reasons for raising an appeal (they can ask their Companion to assist them with this), and
- Their original concerns (the subject of the grievance)

14.10. The employee may invite witnesses to the meeting, having provided prior notice to the Chairperson, who will be asked questions by the employee, and then the Chairperson (and other Panel members, if applicable).

14.11. The employee cannot introduce new grounds for raising a grievance.

14.12. When the Chairperson has heard all the information in respect of the appeal, and the rationale for the original decision, the Chairperson will invite the employee to sum up their reasons, before adjourning.

14.13. During the adjournment, the Chairperson will consider all the information that they have heard and reach a balanced decision. The rationale for their decision must be recorded in the notes. The possible outcomes are:

- Decision of the grievance meeting fully upheld
- Decision from grievance meeting overturned, or
- Decision from grievance meeting partially upheld

14.14. The employee will then be asked to re-join the meeting, and be given the outcome verbally, which will be confirmed in writing. If the Chairperson/Panel cannot reach a decision on the day, the employee will be told of this, and advised of the outcome of the meeting within 7 calendar days.

14.15. If a complaint about bullying, discrimination, harassment or victimisation is upheld the employee will be informed of this and that action will be taken but, to maintain confidentiality, they will not be informed of what that action will be.

14.16. The Chairperson will provide written reasons for their decisions.

14.17. This is the end of the grievance procedure.

15. General Points about the Grievance Procedure

15.1. Timescales

It is in all parties' best interests to resolve grievances as quickly as possible. Where specific timescales are given in the policy, they can be altered by mutual agreement.

15.2. A staged approach

The grievance procedure will normally be followed in sequence. There is an expectation that attempts will have been made to resolve a grievance informally, before starting the formal procedure.

However, in the case of more serious grievances, the employee can go straight to the formal stage of the procedure.

15.3. Right to be accompanied

Employees have the right to be accompanied at all stages of the formal procedure and may choose to bring a Companion for support to the informal meeting. The employee's Companion can be a work colleague, a full time Trade Union Official or an accredited Trade Union Representative.

Employees will be asked to put the name of their Companion in writing, and send it to the Grievance Officer (or appeal Chairperson).

15.4. Witnesses

If witnesses are called to attend a grievance meeting, including a Grievance or Investigation Officer, they will be present for the duration of their evidence, and then they will leave the meeting.

15.5. Record keeping

Notes will be made of all formal grievance meetings, and copies given to the employee for information. The responsibility for ensuring that notes are made at grievance meetings lies with the Grievance Officer. The Clerk to the Governors will be responsible for taking notes at appeal meetings, which will be agreed by the appeal Chairperson before being sent to the employee.

The note taker should take no part in the discussions about the outcome of the grievance or appeal, other than to record key points of the discussion.

Records of grievance matters should be treated as confidential and kept securely, and kept in accordance with the General Data Protection Regulations (GDPR). If any safeguarding issues have arisen during the grievance, the documentation may need to be passed to the Allegations Manager.

15.6. Overlapping procedures

Where an employee raises a grievance during the disciplinary process, the disciplinary process may be temporarily put on hold, until the outcome of the grievance is known.

However, where the two procedures are about related issues, it may be possible to deal with the two concurrently. Similarly, where another procedural policy applies, such as the sickness or capability procedure, it may be possible to cover the essential elements of both procedures at a combined meeting.

15.7. Employees with disabilities / Employees who are pregnant or on an employee at home on a period of maternity leave

If an employee or their representative requires any reasonable adjustments to be made to enable them to fully participate in the process, the employee should notify their Grievance Officer, or the Clerk to the Governors, as soon as possible. In turn, this person can seek advice from the School's HR Provider on how best to meet the requirements of the employee or their Companion. At all times the requirements of the Equality Act 2010 should be considered.

Where it is established that a pregnant employee or an employee at home on a period of maternity leave is to be involved in the grievance procedure a pregnancy risk assessment should be undertaken to ensure reasonable adjustments are identified (if required) to enable them to fully participate in the process. The Grievance Officer can seek advice from the Schools HR Provider on how best to meet the requirements of the employee or their Companion. At all times the requirements of the Equality Act 2010 should be considered.

15.8. Grievances raised by more than one employee (collective grievances)

From time to time, a number of employees may raise the same issue as a grievance. When this happens, the intention is to deal with the matter as a single grievance by joining together the individual submission.

The process for grievances raised by multiple employees mirrors that for individual employees. All of the stages should be followed, including the informal stage, which can be used effectively in grievances raised by more than one employee. It may be possible for each employee to speak at the grievance meeting, or it may be more practical for the employees to appoint a spokesperson.

Similarly, employees may find it more practical to select one person to act as their Companion, or Representative, at meetings.

In grievances raised by multiple employees, and depending on their complexity, it is to be expected that the timescales may be longer than for individual grievances. All the parties should agree the revised timescales at the beginning of the procedure, and a commitment made to adhere to them.

In resolving multiple grievances, particular consideration should be given to options such as Mediation (see Appendix 2).

15.9. Grievance procedure for former employees

Occasionally an individual may feel the need to raise a grievance once their employment has come to an end. The details of the grievance must be put in writing, and should be sent to the employee's former Headteacher.

In most circumstances, the grievance will only be heard if the grievance is submitted within 4 months of the employee leaving the organisation.

15.9.1. Grievance meeting

Within 5 working days of receiving the grievance in writing, the Headteacher will investigate the grievance and Chair a grievance meeting, to which the former employee will be invited.

If the former employee agrees, the grievance can be investigated and considered without a meeting.

The process at the grievance meeting, including the role of the Companion, will mirror the process for current employees.

The Headteacher may need to call on other parties for evidence, but will endeavour to progress the grievance in a timely and efficient manner. A written decision will be provided to the individual within 10 working days of the last meeting.

The former employee must be given the right of appeal (in accordance with the appeals procedure) and any appeal hearing will mirror the process for current employees.

15.10. General points

Employees providing information at grievance meetings should be aware that this information might be used in other formal procedures, such as in a disciplinary meeting, if relevant.

Appendix 1 Employee Grievance Form

This form is intended for use by an employee who wants to make a formal complaint about the behaviour of a colleague, his/her manager or a third party, or any other workplace issue.

This form should be completed and delivered to your line manager (or next senior manager or Chair of Governor if the grievance relates to your line manager) in an envelope marked 'Confidential' or sent as an email attachment with 'Confidential' in the subject line.

Employee Details	
Surname:	[Insert name]
Forename(s):	[Insert name]
Job Title:	[Insert text]
NI Number:	[Insert text]
School:	[Insert name]
Date:	[Insert date]

Grievance Details	
Does your grievance relate to your line manager?	[Insert yes or no]
Date of last incident grievance relates to:	[Insert date]
Nature of the grievance Please set out the details of your complaint (e.g. what has happened, dates, times, locations, all those involved and any attempts at resolution). **Details:** [Insert text]	
Individuals involved Please provide the names and contact details of any witnesses who you believe can support your case. **Details:** [Insert text]	

Employee Grievance Form (Continued)

Grievance Details (Continued)	
Outcome/resolution sought Please set out the outcome you are seeking and how you believe this will resolve the issue. This information is vital for the grievance procedure to work. **Details:** [Insert text]	
Are you being supported by a work colleague, a full time Trade Union Official or an accredited Trade Union Representative?	[Insert yes or no]
If yes, please provide their name:	

Please submit your completed form to your Line Manager, or the next senior level of management if the grievance involves this person.

Appendix 2 Mediation and Conciliation

1. Sometimes a grievance can be addressed informally by mediation between the parties. Successful mediation requires the genuine co-operation of both parties and can only be done if both parties agree to mediation. Either party can request mediation.

2. The purpose of mediation is to manage the process of bringing two parties together and to reach mutual agreement. The mediator should be someone who is impartial and trusted by all concerned, should ideally be distanced from the work situation and be trained in conflict resolution.

3. If both parties agree to mediation the initial meetings will be arranged normally within 7 working days after the initial request or if this is not possible, both parties will be informed of the timescales.

4. Ideally the mediator should meet separately with each party and then bring them together in a neutral location to reach a positive solution acceptable to both parties. However, the format of the meetings will depend on the situation and personalities involved. Sometimes several mediation sessions may be required.

5. Meetings will be non-threatening, non-judgemental and non-confrontational and allow each party to discuss their perception of events and have their say. The ultimate aim of the meeting should be to develop an action plan to make clear required behaviours for future relationships.

6. If mediation between the parties is not successful, the grievance will revert back to the relevant place in the procedure. The Grievance Officer and/or Appeal Chairperson will be informed of the outcome of the mediation.

7. If as a result of the outcome of the grievance process a claim is made to an Employment Tribunal it is a legal requirement, for a claimant to have made an Early Conciliation notification to Acas. Tribunal claims will not be accepted unless the complaint has been referred to Acas and a conciliation certificate issued. This certificate confirms that the Early Conciliation requirements have been met.

   Schools should contact their HR Provider and Legal Insurers for further advice should an Employment Tribunal claim be lodged by an employee.

Appendix 3 Employee Grievance Appeal Form

This form is intended for use by an employee of the Council who wants to appeal against the outcome of a formal grievance investigation/hearing.

This form should be completed and delivered to the Grievance Officer in an envelope marked 'Confidential' or sent as an email attachment with 'Confidential' in the subject line.

Please attach a copy of the original grievance together with the management response to the grievance.

Employee Details	
Surname:	[Insert name]
Forename(s):	[Insert name]
Job Title:	[Insert text]
NI Number:	[Insert text]
School:	[Insert name]
Date:	[Insert date]

Grievance Details	
Date of last incident grievance relates to:	[Insert date]
Nature of the appeal Please explain the reasons why, in your view, the management response does not adequately address the grievance. **Details:** [Insert text]	
Outcome/resolution sought Please set out the outcome you are seeking and how you believe this will resolve the issue. **Details:** [Insert text]	
Are you being supported by a work colleague, a full time Trade Union Official or an accredited Trade Union Representative?	[Insert yes or no]
If yes, please provide their name:	[Insert name]

Please submit your completed form to your Line Manager, or the next senior level of Management if the grievance involves this person.

Appendix 4. Letter 1 – Acknowledgement of Written Grievance

Name
Address 1
Address 2
Address 3
Address 4
Postcode

Your ref: [insert]
Our ref: [insert]
Date: [insert]

Dear [name]

Acknowledgment of written grievance

Further to our recent informal meeting, I write to confirm receipt of your written grievance which was received on [date]. In accordance with Central Bedfordshire Council's Grievance Procedure, I would like to invite you to attend a meeting [on, at, place], to discuss the issues you have raised:

• Insert grievance allegations

If you are unable to attend, please contact me without delay, to propose an alternative time and/or date. In accordance with the procedure I have asked a member of our HR Provider's team to join us at the meeting to assist with any HR issues.

You have the right to be accompanied at the meeting by a trade union representative or work colleague of your choice. It is your responsibility to arrange the attendance of your representative, but it would be of help to me if you would let me know before the meeting who your representative will be.

Yours sincerely,

Name
Job Title (of Line Manager e.g. Headteacher)

Direct telephone: add number
Email: add email address

Appendix 5. Letter 2 – Grievance Meeting Outcome

Name
Address 1
Address 2
Address 3
Address 4
Postcode

Your ref: [insert]
Our ref: [insert]
Date: [insert]

Dear [insert],

Our ref: Date:

Letter to Confirm the Outcome of Grievance Meeting – Stage 2

I write to confirm the outcome of the formal Grievance Meeting held on [date]. The meeting was held to enable a response to the grievance(s) you raised in your letter of [date]. You attended the meeting [but was not represented] [and was represented by name]

I chaired the meeting and [insert name, HR] was in attendance. We interviewed [insert details of anyone interviewed] as part of our investigations.

Where further investigation is needed insert the following paragraph:
[It was agreed that the deadlines will be extended in order to allow for further investigation and that the meeting would be re-convened on [date, time, place].]

Where further investigation is not needed insert the following paragraph:
[My findings are outlined below, and I will deal with the issues in the order they were raised at the grievance meeting.]

[Provide details of the issues]

Where an allegation is upheld insert the following:
Your grievance has been upheld and the following action has been agreed:

[Provide details of the action to be taken]
I trust this has resolved the grievance to your satisfaction. However, if you are dissatisfied with the outcome of the grievance, you have the right to appeal. This must be in writing to [the next senior manager] [insert name] with 5 working days of receipt of this letter, specifying why you are not happy with the outcome and your suggested remedies for resolving the grievance.

Yours sincerely,

Name
Job Title (of Line Manager e.g. Headteacher)
Direct telephone: add number
Email: add email address

Appendix 6. Letter 3 – Invite to Grievance Appeal Hearing

Name
Address 1
Address 2
Address 3
Address 4
Postcode

Your ref: [insert]
Our ref: [insert]
Date: [insert]

Dear

Invite to Grievance Appeal Hearing – Stage 3

Our ref: Date:

I am writing to acknowledge receipt of your written appeal, which was received on [date].

An appeal hearing has been arranged on [day, date and time {*this should be within 10 working days of receipt of the written appeal request*}] at [venue]. If you are unable to attend, please contact me without delay to propose an alternative date.

In accordance with Central Bedfordshire's grievance procedure [insert manager's name], the manager who made the decision in regard to your grievance and any witnesses that were called, will be in attendance at this meeting. [***Insert if required:*** As there was an investigation, the investigating officer will also be in attendance].

You have the right to be accompanied at the meeting by your trade union representative or work colleague of your choice. It is your responsibility to arrange the attendance of your representative, but it would be of help to me if you would let me know before the meeting who your representative will be.

Yours sincerely

Name
Job Title (of Line Manager e.g. Headteacher)

Direct telephone: add number
Email: add email address

Appendix 7. Letter 4 – Appeal Meeting Outcome

Name
Address 1
Address 2
Address 3
Address 4
Postcode

Your ref: [insert]
Our ref: [insert]
Date: [insert]

Dear

Letter to Confirm the Outcome of Grievance Appeal Hearing – Stage 3

Following the grievance appeal hearing which took place on [date], I am writing to advise you of the outcome concerning your appeal against the decision from the first formal meeting.

Where an appeal is not upheld, insert the following:
Your appeal was not upheld for the following reasons:

• [Insert reasons]

Where an appeal is upheld, insert the following
Your grievance has been upheld and the following action has been agreed:

• [Insert actions to be taken]

In accordance with Central Bedfordshire Council's grievance procedure, this decision is final, and your grievance is concluded at this stage.

Yours sincerely

Name
Job Title (of Line Manager e.g. Headteacher)

Direct telephone: add number
Email: add email address