



Employment Grievance Policy and Procedure

RESPONSIBLE DIRECTOR
Chief Executive Officer

RATIFIED BY TRUST
December 2022

REVIEW DATE
December 2024

Policy statement

1. It is our policy to ensure that all employees of Knowledge Schools Trust (the "Trust") have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.

The Trust will treat the grievance and any investigation confidentially as far as is reasonably practicable. Any person raising a complaint and anyone who provides information as part of any investigation is also expected to maintain confidentiality around the matters raised.

Issues that may cause grievances include:

- a. terms and conditions of employment;
 - b. health and safety
 - c. work relations;
 - d. bullying and harassment;
 - e. new working practices;
 - f. working environment;
 - g. organisational change; and
 - h. discrimination.
2. This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

The Head means the Head of School or the Headteacher

Who is covered by the procedure?

3. This procedure applies to all employees of the Trust regardless of length of service and of which school they work in. It does not apply to agency workers or self-employed contractors.

Using this procedure

4. If you have difficulty at any stage of the Grievance Procedure because of a disability or because English is not your first language, you should discuss the situation with your line manager as soon as possible.
5. This Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Procedure.

6. This procedure does not apply to grievances concerning two or more employees (collective grievances) raised by a representative of a trade union or professional association. These will be dealt with as appropriate to the facts of the case.
7. Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.

Raising grievances informally

8. Most grievances can be resolved quickly and informally through discussion with your line manager. If you feel unable to speak to your manager, for example, because the complaint concerns him or her, then you should speak informally to a more senior manager or the Headteacher of the School, CEO or Chair of the Trust Board. If this does not resolve the issue, you should follow the formal procedure below.

Formally written grievances

9. If your grievance cannot be resolved informally you should put it in writing and submit it to your line manager, indicating that it is a formal grievance. If the grievance concerns your line manager, you may submit it to a more senior manager or to the Head instead. If the grievance concerns the Head, you may submit it to the Chair of the Trust Board
10. If you wish to discuss this or inform us of any medical condition you consider relevant, you should contact the Head, or if you are the Head, the CEO or Chair of the Trust Board.
11. If the grievance is raised by the Head, it should be submitted to the CEO or Chair of the Trust Board in the first instance who will make arrangements for it to be dealt with applying, in so far as is reasonably practicable, the principles in this procedure.
12. If the grievance contains allegations of bullying or harassment the complainant may raise the matter informally with the CEO or Chair of the Trust Board in the first instance. Since the Chair may be involved in any subsequent formal procedures, the Chair will not be expected to make any formal findings or decisions at this stage that may prejudice such subsequent involvement.

Notification of investigation

13. In some cases, it may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigation may be carried out by your

line manager or the Headteacher of the school, or someone else appointed by the Head. If the grievance concerns the Head, it will be conducted by the CEO or Chair of the Trust Board or nominated representative.

14. You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.
15. We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases, we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, we will hold a further grievance meeting with you after our investigation and before we reach a decision.

Right to be accompanied

16. You may bring a companion to any grievance meeting or appeal meeting under this procedure. The companion may be either a trade union representative (either a paid official of the relevant union or someone certified by the union as having experience or training in acting as a companion at grievance meetings) or a colleague. You must tell the person holding the grievance meeting who your chosen companion is, in good time before the meeting.
17. At the meeting, your companion may make representations to us and ask questions but should not answer questions on your behalf. You may talk privately with them at any time during the meeting.
18. Acting as a companion is voluntary and your colleagues are under no obligation to do so. If they agree to do so they will be allowed reasonable time off from duties without loss of pay to act as a companion.
19. If your chosen companion is unavailable at the time proposed for the meeting you may suggest a reasonable alternative time which is no more than 5 working days after the date first proposed. Where it is practicable to do so the meeting will then be held at the proposed alternative time, although we may need to postpone further if for example not all witnesses are available at the time proposed.
20. We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome disability, or if you have difficulty understanding English.

Grievance meeting

21. We will arrange a grievance meeting, normally within two weeks of receiving your written grievance.

22. You and your companion (if any) should make every effort to attend grievance meetings. If you or your companion cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time.
23. The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.
24. After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay.
25. We will write to you, usually within one week of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

Appeals

26. If the grievance has not been resolved to your satisfaction you may appeal in writing to the CEO or Chair of the Trust Board, stating your full grounds of appeal, within two weeks of the date on which the decision was sent or given to you.
27. We will hold an appeal meeting, normally within one week of receiving your written appeal. This will be dealt with impartially by someone who has not previously been involved in the case (although they may ask anyone previously involved to be present). You have a right to bring a companion to the meeting (see 'Right to be accompanied').
28. We will confirm our final decision in writing, usually within one week of the appeal hearing. This is the end of the procedure and there is no further right to appeal.



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