



SCC: Resolution (of Grievance) Policy

Signed by headteacher: *A Hughes*

Signed by Chair of Governors: *David Bradley*

Date of Approval: March 2026

Date for review: March 2027



NB Any differences between SCC Policy and BMPS Policy are in green

AI Generated Summary

Purpose: Fair and timely process for resolving employee grievances

Scope: Applies to all employees (not agency staff or contractors)

Informal Step: Encourages early resolution through discussion with line manager

Formal Procedure: Written grievance → meeting → investigation where needed → written outcome

Employee Rights: Right to be accompanied by trade union representative or colleague

Confidentiality & GDPR: Sensitive handling of information; no recording without permission

Timescales: Issues raised promptly (normally within 3 months); meetings and outcomes within set working days

Appeal Stage: Right of appeal to a more senior, impartial manager; final decision in writing

Collective Grievances: Option for identical grievances to be raised and heard together

Link to Discipline: Grievances involving misconduct may trigger disciplinary action

Review: Policy monitored and reviewed annually for effectiveness

SOUTHAMPTON CITY COUNCIL RESOLUTION (OF GRIEVANCE) POLICY & PROCEDURE MODEL POLICY FOR SCHOOLS DECEMBER 2025

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1. Policy statement

It is Bitterne Manor's policy to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. Where you make us aware that you have a complaint, we will hold a meeting to discuss it with you, carry out any necessary investigation where required, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.

Issues that may cause grievances include:

- Terms and conditions of employment.
- Health and safety.
- Work relations.
- New working practices.
- Working environment.
- Organisational change; and
- Discrimination.

This procedure does not form part of an employee's contract of employment. Any amendments to this policy will be made following meaningful consultation with trade unions.

2. Who is covered by the policy and procedure?

This policy and procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.

3. Using this policy and procedure

Employees should raise matters promptly and without unreasonable delay. The school will deal with matters in the same way. Formal grievance procedures will not normally be considered for issues or incidents that are more than 3 months old, unless there are exceptional circumstances.

Complaints that may amount to an allegation of misconduct on the part of another employee will be investigated in accordance with this procedure and may be referred to and dealt with under the Disciplinary Policy & Procedure if appropriate, and you will be informed if this is the case.

This Resolution of Grievance Policy & Procedure should not be used to complain about pay, performance management, or the outcome of dismissal or disciplinary action, as these matters are covered by separate procedures which include their own appeal mechanisms. Employees are encouraged to refer to the relevant policies for guidance on how to raise concerns or appeals in those areas. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Policy & Procedure.

Where an employee raises a grievance during a disciplinary process the disciplinary process may be suspended to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

There is a separate Anti-harassment and Bullying procedure that may be useful if you believe you have been the victim of bullying, harassment or sexual harassment or wish to report an incident of bullying, harassment or sexual harassment involving other people.

The school operates a separate Whistleblowing Policy to enable colleagues to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this grievance resolution procedure.

Collective grievances can be made where there are two or more employees with the same grievance. However, issues that are the subject of collective negotiation or consultation with the trade union will not be considered under this procedure.

This procedure should not be used in situations where the employee simply disagrees with a reasonable management instruction from a manager.

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This is an informal process which involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

4. Confidentiality and data protection

It is the aim of Bitterne Manor Primary School to deal with grievance matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat any information communicated to them in connection with grievance matters as confidential.

Employees, and anyone accompanying them (including witnesses), must not make any recordings of any meetings conducted under this procedure without permission from all parties concerned.

During any action, including any decisions taken under this procedure, the school will collect, process and store personal data in accordance with our data protection policy. The data will be held securely and accessed by, and disclosed to, individuals only for the purposes of completing the grievance procedure. Records will be kept in accordance with the requirements of Data Protection Legislation (being the UK General Data Protection Regulation and the Data Protection Act 2018) and any implementing laws, regulations and secondary legislation, as amended or updated from time to time.

5. Raising concerns informally - Step 1

The first step is to raise concerns informally and there is an expectation that all colleagues act with respect and take accountability for their actions.

We believe that most grievances can be resolved quickly and informally through open communication and discussion with your line manager, where appropriate. We would always aim to resolve your grievance informally where possible and employees are encouraged to seek informal resolution.

If you feel unable to speak to your manager, for example, because the complaint concerns them, then you should speak informally to a more senior manager. If this does not resolve the issue, you should follow the formal procedure below.

Whilst we encourage the informal resolution of complaints, we recognise that this is not always possible or appropriate. In such a situation, we will consider matters that are raised and we may, depending on the severity and in discussion with you, deal with the matter formally at Step 2 (below).

6. Formal written grievances - Step 2

If your grievance cannot be resolved informally you should put your concern in writing and submit it to your line manager or a more senior manager indicating that it is a formal grievance.

The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations, we may need to ask you to provide further information. You should also state what your desired outcome would be to resolve the situation. You should note that where your grievance relates to another employee, for them to provide a response they will be given a copy of your grievance.

7. Investigations

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 complaint 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 will usually be carried out by your line manager or an independent person identified by the headteacher.

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

An investigation may be initiated before holding a grievance meeting where the employer considers 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.

8. Right to be accompanied

You may bring a companion to any grievance meeting or appeal meeting under this procedure. The companion may be either a trade union representative or a colleague. You must tell the person holding the grievance meeting who your chosen companion is, in good time before the meeting.

Should you choose to bring a companion to the hearing, you will be responsible for making these arrangements and for providing your companion with any paperwork that they require for the meeting.

At the meeting, your companion may make representations to us and ask questions but should not answer questions on your behalf. You may request an adjournment to speak to them privately at any time during the meeting.

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.

If your chosen companion is unavailable at the time a meeting is scheduled, you may propose an alternative time for the meeting to take place and so long as the alternative time is reasonable and within

five working days after the original scheduled date, we will postpone the meeting. If your chosen companion will not be available for more than five working days afterwards, we may ask you to choose someone else.

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) as a reasonable adjustment in accordance with the Equality Act 2010, if you have a disability or face language barriers.

9. Grievance meeting

The employer will arrange a resolution of grievance meeting at the earliest opportunity following receipt of your written grievance and usually within 15 working days.

You and your companion (if any) should make every effort to attend the resolution of grievance meeting. 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.

The purpose of this 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. Everyone involved in the process is entitled to be treated calmly and with respect. The school will not tolerate abusive or insulting behaviour from anyone taking part in the resolution of grievance procedures and will treat any such behaviour as misconduct under the disciplinary procedure.

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.

We will write to you, usually within 5 working days 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.

10. Appeals - Step 3

If the grievance has not been resolved to your satisfaction you may appeal in writing to the hearing manager or another senior manager stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you.

We will hold an appeal meeting without unreasonable delay, normally within 10 working days of receiving your written appeal. This will be dealt with impartially by a more senior manager 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 paragraph 9.) The employer will confirm a final decision in writing, usually within 5 working days of the appeal hearing. This is the end of the procedure and there is no further appeal.

11. Collective Grievances

If you and another employee (or more than two of you) have identical grievances and all wish them to be addressed in the same grievance process, you and your colleagues can raise a collective grievance via this resolution of grievance procedure. You and all your colleagues must agree (without any pressure being exerted on staff members to join the collective process) to do this.

If you and your colleagues do not entirely voluntarily agree to this arrangement, or if your grievances are not identical but share common themes or causes, the school may consider a grouped grievance process. This will allow for shared hearings while ensuring individual outcomes where appropriate. If you and your colleagues are all members of the same trade union, your trade union representative can (if you all wish him or her to do so) raise the grievance on your behalf. Alternatively, you and your colleagues can agree to nominate one of you to act on behalf of all of you.

Your collective grievance will be managed in accordance with Steps 1 to 3 above. However, the written collective grievance statement should also:

- Identify you and each of your colleagues who wish to raise the grievance.
- Identify any nominated trade union representative or colleague to represent you all.
- State that you have all voluntarily consented to use the collective grievance procedure.
- Confirm that you understand that the grievance will give each of you the right to only one collective grievance meeting, one identical outcome (if applicable), one appeal meeting and one identical appeal outcome.

If, following the grievance outcome, some employees are satisfied with the outcome and do not wish to proceed to an appeal, the request for an appeal should clearly identify those withdrawing from the process and those wishing to pursue the appeal.

12. Disciplinary Proceedings

In the event the grievance is upheld (either following the hearing or after an appeal), and if there is evidence to support such a course of action, the nature of the allegations may result in the school instigating the disciplinary policy against individuals identified of potential misconduct because of this procedure.

13. Review of policy

This policy is reviewed and amended annually by the school as appropriate. We will monitor the application and outcomes of this policy to ensure it is working effectively.