



Grievance Procedure Policy (including Collective Grievance)

Status: Statutory	Drafted by: C Whysall	Date Approved:	Approved by:
Date to be reviewed: Autumn 2027	To be reviewed by: Headteacher	Date shared with staff:	Publish on school website:

1. Policy Statement

Castle School is committed to fostering a culture of dignity, respect, and fairness in the workplace. We encourage employees to raise concerns early so that they can be resolved informally wherever possible. Where informal resolution is not successful or appropriate, this policy provides a clear, fair, and timely framework to resolve individual and collective grievances.

2. Scope and Purpose

This policy applies to all employees, including full-time, part-time, permanent, and temporary staff. Grievances may concern a wide range of issues, including concerns related to working conditions, relationships, treatment by others, or the application of policies. Issues of discrimination, bullying or harassment, can be addressed under this policy / the School's Anti-Bullying and Harassment Policy.

Complaints that amount to an allegation of misconduct on the part of another employee may be investigated and dealt with under the Disciplinary Procedure.

Grievances related to disciplinary decisions, redundancy, pay, probation, or whistleblowing will be dealt with under their respective procedures.

Issues that are the subject of collective negotiation or consultation will not be considered under the Grievance Procedure.

3. Roles and Responsibilities

- Employees: Seek to resolve issues informally and raise concerns promptly.
- Line Managers: Respond to concerns constructively and in line with this procedure.
- Headteacher: or other Senior Manager identified, must ensure they implement this procedure fairly and equitably, seeking guidance, clarification and support as and when required.
- Companion: A person chosen by the employee to accompany them, who shall be a trade union representative or a workplace colleague.
- Governors/Leadership: Oversee appeals and responsible for monitoring the application of the procedure.

4. Equality and Diversity

Castle School will ensure this procedure is applied without discrimination and in line with the Equality Act 2010. Reasonable adjustments will be made for employees with disabilities or language barriers.

5. Right to Be Accompanied

Employees have the right to be accompanied at all formal stages by a trade union representative or workplace colleague. If the chosen companion is unavailable, meetings may be rescheduled within five working days.

6. Informal Resolution and Mediation

Employees are encouraged to speak to their line manager in the first instance. Where appropriate, mediation may be offered to help resolve issues. Mediation is a voluntary and confidential process, typically facilitated by trained, impartial staff, with the aim of assisting both parties to reach a resolution. Mediation can only be used where all parties involved in the grievance agree to try this option.

7. Formal Grievance Procedure

1. Stage 1: Submitting a Grievance

Employees should complete the Grievance Form (Appendix A) and submit it to their line manager. If the grievance is about their line manager, it should be submitted to the Headteacher.

The grievance should:

- Be in writing and clearly state the complaint
- Identify the outcome being sought

2. Stage 2: Grievance Meeting

The person hearing the grievance will normally meet with the aggrieved party to ensure that they have a good understanding of the grievance and outcome(s) the individual is seeking to resolve the grievance. A meeting will be arranged within 10 working days or as soon as reasonably practicable. The meeting will be conducted by a Senior Manager [and attended by an HR representative]. The employee may be accompanied at this meeting.

An investigation may precede or follow this meeting depending on the nature of the grievance.

Following the meeting and any investigation, the decision will be shared in writing, normally within 5 working days.

3. Stage 3: Appeal

If unsatisfied, the employee may appeal to the Clerk to Governors within 10 working days, stating their grounds for appeal. An appeal will normally be heard as soon as possible after receipt of the appeal letter, by an Appeal Panel of one or more governors (with HR support).

Following the appeal meeting, the decision will be shared in writing, normally within 5 working days. The outcome of the appeal is final.

8. Collective Grievances

Where multiple employees raise an identical grievance, they can submit a collective grievance. All participants must:

- Agree to the collective process voluntarily
- Use one grievance form (Appendix A)
- Accept one hearing and one appeal stage

If the participating colleagues are all members of the same trade union, their trade union representative may (if all parties are in agreement) raise the grievance on behalf of the group. Alternatively, the participating colleagues can agree to nominate one of the group to act on behalf of all participating colleagues. If agreement is not unanimous, individual grievances will be managed separately.

Following the grievance outcome, employees will have the right to appeal. If 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. If only one employee wishes to pursue the appeal, the normal grievance procedure will apply to the appeal.

9. Confidentiality

Grievances will be handled with sensitivity and confidentiality. Information will be shared only with those who need to know.

10. Record Keeping and Monitoring

Monitoring of grievance trends and outcomes will take place to ensure the policy is applied fairly. Records will be kept securely in line with data protection legislation.

11. Sources of help and support

For information about support and advice services available to the complainant or alleged harasser please see below:

- Our employee assistance programme, [Health Assured](#)

- Allocated senior leader
- recognised trade unions, and
- via external sources of support and advice both locally and nationally such as:
 - The Equality Advisory and Support Service
 - Protect (the whistleblowing charity)
 - Local advice centres
 - ACAS - www.acas.org.uk]

Appendix A: Employees Notification of Grievance

This form should be used to submit a grievance in accordance with stage 2 of the formal grievance procedure, adopted by the Governing Body.

Send the completed 'Employee's Notification of Grievance Form' (Appendix A) to your line manager.

If your grievance relates to your line manager, send it to the Headteacher.

If your grievance relates to your Headteacher then send it to the Chair of Governors (or another governor if the grievance is against the Chair).

You are advised to keep a copy. You are also encourage to contact your trade union at the earliest opportunity to enable you to access their support.

Please be aware that the information will, in normal circumstances, be shared with any person/s complained about.

Name	
Job title	
Line manager	
The nature of your grievance. Please include all relevant facts, dates and names of people involved and any witnesses. (Continue on a separate page if necessary)	
What steps have you taken to resolve the issue informally?	
What outcome are you seeking to resolve your grievance?	

If you are a member, have you informed your trade union or professional association representative?
Yes or No

If yes: do you wish the representative to receive correspondence?
Yes or No

If yes: please identify the representative and provide email and postal addresses and telephone number:

Representative name:	
Representative email:	
Representative address:	
Representative phone number:	

Printed name			
Signed		Date	

Flowchart

