



Achieving together in faith

Holy Cross Catholic Multi Academy Company

Grievance Policy and Procedure

This policy applies to all of the schools within the Holy Cross Catholic MAC. This policy is based on the model CES Policy taken from the CES Website:

<https://www.catholiceducation.org.uk/employment-documents/model-policies-and-procedures/itemlist/category/78-england-academies>

Responsible for policy	Marina Kelly
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Academies - Grievance Resolution Policy and Procedure - (Updated October 2020 – with minor amendment May 2022)
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THIS POLICY DOES NOT CREATE CONTRACTUAL
OBLIGATIONS ON THE MULTI ACADEMY COMPANY

HOLY CROSS CATHOLIC MULTI ACADEMY COMPANY ('THE MAC')

Commitment to equality

The MAC is committed to providing a positive working environment which is free from prejudice and unlawful discrimination and any form of harassment, bullying or victimisation. It has developed a number of key policies to ensure that the principles of Catholic Social Teaching in relation to human dignity and dignity in work become embedded into every aspect of its life and these policies are reviewed regularly in this regard.

DEFINITIONS

In this Grievance Resolution Policy and Procedure (the '**Policy**'), unless the context otherwise requires, the following expressions shall have the following meanings:

- i. '**MAC**' means the multi academy company named at the beginning of this Policy, including all Schools and any other sites upon which the MAC undertaking is, from time to time, being carried out, and for all purposes, means the employer of staff of the Academy.
- ii. '**Board**' means the board of Directors of the MAC (and includes, where applicable, a Committee of the Board, other than a Local Governing Body).
- iii. '**Central Management Team**' means the CSEL and the other employees of the Academy who are not employed to work in any specified School.
- iv. '**CSEL**' means the Academy's Catholic Senior Executive Leader (or other person appointed to carry out the function of the Academy's chief executive officer at any relevant time).
- v. '**Chair**' means the Chair of the Board or, where applicable, the Chair of the Local Governing Body of the relevant School.
- vi. '**Clerk**' means the Clerk to the Board or the Clerk to the applicable Local Governing Body, as the case may be.
- vii. '**Companion**' means a willing work colleague not involved in the substance of the employee's performance issues under review by this Grievance Policy and Procedure, or an accredited representative of a trade union or other professional association of which the employee is a member, who should be

available for the periods of time necessary to meet timescales under this Policy.

- viii. **'Conflicted Director'** means (i) in relation to a School from which a grievance arises, any Link Director or Involved Director, and (ii) in relation a grievance relating to a Director or the CSEL, that Director or any Involved Director.
- ix. **'Diocesan Schools Commission'** means the education service provided by the Archdiocese of Birmingham, which may also be known, or referred to, as the Diocesan Education Service.
- x. **'Directors'** means directors appointed to the Board (and **'Director'** shall be construed accordingly).
- xi. **'Governors'** means the members of any Local Governing Body of the MAC, from time to time (and **'Governor'** shall be construed accordingly).
- xii. **'Involved Director'** means, in relation to any matter giving rise to a grievance raised under this policy, a Director who has been involved in that matter in an individual capacity on behalf of the Board (as opposed to having had collective involvement on behalf of the Board as a whole in meetings of the Board).
- xiii. **'Link Director'** means, in relation any School, a Director appointed by the Board to liaise with that School's Local Governing Body, its head teacher and provide Director-level support to that school.
- xiv. **'Local Governing Body'** means the group of governors appointed to carry out specified functions in relation to a School as delegated by the MAC.
- xv. **'Resolution Manager'** or **'Manager'** means a Stage 1 Resolution Manager and/or a Stage 2 Resolution Manager, as the context so requires, appointed in accordance with Paragraph 3 to conduct the formal procedure set out at Paragraph 5.
- xvi. **'School'** means a school comprised in the MAC.
- xvii. **'Vice-Chair'** means the Vice-Chair of the Board, or, as applicable, the Vice-Chair of the Local Governing Body of the relevant Academy

1. SCOPE OF PROCEDURE

1.1 This Grievance Resolution Policy and Procedure is available to you insofar as any grievance relates to your work within the MAC and you are an employee or worker at the MAC (hereinafter referred to as an “employee” or “you”).

1.2 The MAC is committed to ensuring respect, objectivity, belief in the individual, consistency of treatment and fairness in the operation of this policy. This commitment extends to promoting equality of opportunity and eliminating unlawful discrimination throughout the MAC community.

1.3 This Policy offers opportunities to ensure justice for teachers, support staff, members of the Central Management Team and pupils alike, and has the potential for the expression of Christian qualities such as honesty, self-knowledge, respect for others and their gifts, recognition of the needs and achievements of others, challenge to self and others, personal growth and openness.

1.4 This procedure **can** be used to:

- (a) bring about a resolution to your work-related grievance unless the situation is listed at 1.5 below as falling into a separate policy and/or procedure;
- (b) to raise a grievance in relation to (but not limited to) terms and conditions of employment, health and safety, work relations, bullying and harassment, new working practices, working environment, organisational change discrimination.

1.5 This procedure **cannot** be used to:

- (a) complain about the use of any other procedure or process (e.g. disciplinary, capability, restructuring etc) in relation to you whilst that procedure is being followed, unless your complaint relates to the proper implementation of such procedure or process and such procedure or process is not excluded under sub-paragraph 1.5(i) below;
- (b) appeal against any formal or informal disciplinary sanction;
- (c) appeal against any decision to terminate your employment, whether on grounds of ill health, incapacity, redundancy, misconduct, poor performance or other grounds;
- (d) appeal against selection for redundancy;
- (e) complain about, or appeal against, any decision relating to pay or grading. Such matters are covered by the MAC’s Pay Policy;
- (f) complain about or appeal against any decision relating to your pension. Separate Dispute Resolution Procedures have been set up by the

Teachers' Pension Scheme and the local fund of the Local Government Pension Scheme;

- (g) complain about any matter that forms a collective grievance where the appropriate mechanism is for representations to be made by the appropriate trade union representatives;
 - (h) complain about any matter which is properly the subject of a statutory consultation process, unless your complaint relates to the fair implementation of such statutory consultation process;
 - (i) complain about matters which have been, or should have been, brought under and in accordance with the provisions of a separate policy or procedure operated by the MAC, such as the MAC's Complaints Policy and Procedure, Public Interest Disclosure/Whistleblowing Policy and Procedure or Anti-Harrassment and Bullying Policy; or
 - (j) complain about matters which are more than three months old where the grievance has already been dealt with or is no longer relevant or live (though this shall not prevent you referring to matters more than three months old in relation to a grievance which is otherwise live).
 - (k) Raise a safeguarding concern in relation to a child/children as any such concern should be reported immediately to the Designated Safeguarding Lead or to the Local Authority Designated Officer or appropriate authority as specified in the MAC's Safeguarding Policy.
- 1.6 An employee is entitled to have access, by arrangement, to their personnel file and to request the deletion of time-expired records in line with the provisions of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.
- 1.7 The MAC delegates its authority in the manner set out in this policy.
- 1.8 The primary purpose of this procedure is to resolve current grievances.
- 1.9 The primary purpose is not to make findings of fact on historical matters (though this may be required in resolving some grievances).
- 1.10 The MAC's focus is on the remedial steps required to resolve a grievance.
- 1.11 The MAC does not speak of grievances being "against" any particular person but rather of grievances "relating" to a particular person.
- 1.12 The MAC shall seek to resolve any grievance raised by an employee during their notice period and/or garden leave period, using this policy.

- 1.13 There may be occasions where this procedure needs to be modified to comply with the requirements of the MAC's Child Protection and Safeguarding Policies, for example, by allowing the Local Authority Designated Officer to offer advice to the MAC at appropriate stages, or where an employee has a disability, which means that reasonable adjustments need to be made to this procedure. Where the MAC's Child Protection and Safeguarding Policies are invoked this Grievance Policy and Procedure may be suspended until such time as the Board determines, in its sole discretion, that it is appropriate resume it. All modifications will be discussed with the employee.
- 1.14 Subject to Paragraphs 1.5(a) and (b), there may be occasions when an employee brings a grievance pursuant to this Policy in connection with actions taken under the MAC's Disciplinary Policy and Procedure. This shall not lead to any automatic delay or pause in the conduct of any matters under this Policy. In such circumstances, the employee and the Headteacher, or in the case where the disciplinary matter relates to the Headteacher, the Chair, will meet to discuss whether or not the MAC's Disciplinary Policy and Procedure should be suspended whilst the grievance is dealt with. The final decision as to whether or not to suspend the Disciplinary Policy and Procedure in such circumstances will be taken by the Headteacher or the Chair (as appropriate) and their decision shall be final.
- 1.15 In this policy "working day" means any day on which you would ordinarily work if you were a full-time employee. In other words, "working day" will apply differently to teaching and non-teaching staff. However, part-time and full-time staff will not be treated differently for the purposes of implementing this policy and procedure.

2. INFORMAL RESOLUTION

- 2.1 The MAC encourages employees to resolve grievances informally and without recourse to the formal grievance wherever possible.
- 2.2 Before raising a formal grievance under this procedure, you should try to resolve the matter informally either through (as applicable) your line manager or the Headteacher or, where possible, with the other party.
- 2.3 Where there is scope to reach a resolution informally, various strategies will be discussed with you and you may wish to suggest possible strategies that may assist in reaching informal resolution.
- 2.4 Examples of informal action might include engaging in informal discussions with you; introducing team building sessions; offering team training; mediation sessions or other appropriate options depending on the specific circumstances of the grievance. Where a Grievance is raised informally, in order to reach a resolution, you will need to be able to explain what outcome you are seeking.

- 2.5 Following an informal resolution meeting, you will be provided with a note of the meeting and you will have an opportunity to provide written comments on the note of the meeting prior to it being included in your personnel file.
- 2.6 If an employee does not feel that there is a reasonable prospect of resolving their grievance informally and/or if attempts to do so have been unsuccessful, they may invoke the formal grievance resolution procedure.

3. RESOLUTION MANAGERS

The Resolution Manager must not be someone who is, or has been, personally involved in the matter which is the subject of the grievance (including, where relevant, any Conflicted Director) and will be appointed in accordance with the table below (depending on the subject-matter of the Grievance); where, in this table, any Director or the Board is required to make any appointment, that Director may not have any involvement in making such appointment if that Director is a Conflicted Director in relation to the applicable grievance, in which case the Board shall make such appointment in such manner as it may determine:

<i>Your grievance relates to</i>	<i>Stage 1 Resolution Manager</i>	<i>Stage 2 Resolution Manager</i>
Pupils, parents or staff (other than the Headteacher)	The Headteacher	Chair or another non-staff Director or Governor nominated by the Chair
The Headteacher	The Chair of the applicable Local Governing Body	Directors'/Governors' Appeal Panel appointed by the Vice-Chair of the Local Governing Body or by the Board
A Director/Governor or Directors/Governors (other than the Chair)	The Chair of Governors or of the Board (as applicable)	Directors'/Governors' Appeal Panel appointed by the applicable Vice-Chair (or Clerk if the matter relates to the Vice Chair)
A member of the Central Management Team other than the CSEL	The CSEL	Directors' Appeal Panel appointed by the Chair of the Board

<i>Your grievance relates to</i>	<i>Stage 1 Resolution Manager</i>	<i>Stage 2 Resolution Manager</i>
The CSEL	The Chair of the Board	Directors' Appeal Panel appointed by the Vice-Chair of the Board
The Chair (or a group of Directors/Governors including the Chair)	The applicable Vice Chair or, as applicable, another non-staff Director/Governor (other than the Chair) appointed by the Board	Directors'/Governors' Appeal Panel appointed by the applicable Vice-Chair (or the Board if the matter relates to the Vice-Chair)
The whole body of Directors/Governors	A representative of the Diocesan Schools Commission	A panel appointed by the Diocesan Schools Commission

4. POWERS OF RESOLUTION MANAGERS

4.1 As part of the resolution of a grievance raised under the formal procedure at Paragraph 5 below, a Resolution Manager will carry out an investigation into the allegations made by the employee in their Form GRP1 and/or GRP2 (as described in Paragraph 5 below) or as a result of anything discussed at a Stage 1 Resolution Meeting or a Stage 2 Resolution Meeting.

4.2 As part of the resolution of a grievance raised under the formal procedure at Paragraph 5 below, a Resolution Manager may, where he/she reasonably believes that such action will result in a partial or full resolution of the grievance:

- (a) request that an independent investigation be carried out into the allegations made by the employee in their Form GRP1 and/or GRP2 or as a result of anything discussed at a Stage 1 Resolution Meeting or a Stage 2 Resolution Meeting. The Clerk will appoint the independent investigator within 5 working days of a request by the Resolution Manager to do so;
- (b) make a recommendation that the employee who has raised the grievance attend independent mediation with any other party who is the subject of the grievance;

- (c) recommend any other reasonable course of action.
- 4.3 Nothing in this Paragraph 4 shall prejudice the MAC's general right to deal with grievances with the assistance specified in Paragraph 11.

5. FORMAL GRIEVANCE

5.1 Stage 1

- 5.1.1 If you have not been able to resolve a problem through informal discussions in accordance with Paragraph 2, you must use Form GRP1 (available on the MAC's Intranet or other relevant place as notified to you by the MAC) and submit it to the Clerk. The Clerk will acknowledge receipt of your Form GRP1 within 3 Working Days of its receipt by the Clerk.
- 5.1.2 A Stage 1 Resolution Manager will be appointed in accordance with Paragraph 3 above.
- 5.1.3 The Stage 1 Resolution Manager will arrange to meet with you as soon as possible to discuss your grievance. This meeting is a Stage 1 Resolution Meeting and will normally be held within 10 working days of the Stage 1 Resolution Manager receiving your completed Form GRP1 from the Clerk.
- 5.1.4 You will be informed of the date of the Stage 1 Resolution Meeting in writing. At the Stage 1 Resolution Meeting, the Stage 1 Resolution Manager will ask you to explain the nature of your grievance and will invite you to suggest how it might be resolved. The Stage 1 Resolution Manager will then discuss the matter with you with a view to understanding how your grievance might be resolved.
- 5.1.5 Stage 1 Resolution Meetings may be adjourned if the Stage 1 Resolution Manager, in their sole discretion, determines that further investigations are required to resolve the grievance. If a Stage 1 Resolution Meeting is adjourned the reconvened meeting will be arranged once the further investigation is complete and you will be provided with at least 5 Working Days' notice in writing of the date of the reconvened meeting.
- 5.1.6 The Stage 1 Resolution Manager will confirm the outcome of the Stage 1 Resolution Meeting in writing to you within 5 working days of the date of the Stage 1 Resolution Meeting or any reconvened Stage 1 Resolution Meeting (the '**Stage 1 Resolution Letter**' see Appendix 3).
- 5.1.7 The outcome of your grievance will be set out in the Stage 1 Resolution Letter as follows:

- (a) your grievance is upheld and you will be told what action will be taken; or
- (b) your grievance is partially upheld and you will be told what action will be taken; or
- (c) your grievance is not upheld.

5.1.8 You will be provided with a copy of the notes from the Stage 1 Resolution Meeting with the Stage 1 Resolution Letter.

5.2 Stage 2 (APPEAL)

5.2.1 In the event that you are not satisfied with the outcome of the Stage 1 Resolution Meeting as set out in the Stage 1 Resolution Letter, you can appeal by sending a completed Form GRP2 (Appendix 2 to this Policy and available on the MAC's Intranet or other relevant place as notified to you by the MAC) to the Clerk within 5 working days of the date of the Stage 1 Resolution Letter. The Clerk will acknowledge receipt of your Form GRP2 within 3 Working Days of its receipt by the Clerk.

5.2.2 The Clerk will formally appoint a Stage 2 Resolution Manager (who will not be the Stage 1 Resolution Manager) following the guidance in Paragraph 3 above.

5.2.3 The Stage 2 Resolution Manager will arrange to meet with you as soon as possible to discuss your appeal. This meeting is a Stage 2 Resolution Meeting and it will normally be held within 10 working days of receiving your completed Form GRP2 from the Clerk.

5.2.4 The Stage 2 Resolution Manager will confirm the outcome of the Stage 2 Resolution Meeting in writing to you within 5 working days of the date of the Stage 2 Resolution Meeting ("the Stage 2 Resolution Letter"). The decision of the Stage 2 Resolution Manager is final and there will be no further right of appeal. The outcome of your appeal will be set out in the Stage 2 Resolution Letter as follows:

- (a) your appeal is upheld and you will be told what action will be taken; or
- (b) your appeal is not upheld.

5.2.5 You will be provided with a copy of the notes from the Stage 2 Resolution Meeting with the Stage 2 Resolution Letter.

6. DIRECTORS'/GOVERNORS' APPEAL PANEL

6.1 The Directors'/Governors' Appeal Panel shall comprise three non-staff Directors/Governors not previously involved in the matter and shall not comprise the Chair or Vice-Chair unless there are insufficient numbers of non-staff Directors/Governors not previously involved in the matter, in which case the Chair and/or Vice-Chair may be appointed to a Directors'/Governors' Appeal Panel, but only where they have not been previously involved in the matter.

6.2 In the event that there are insufficient numbers of Directors/Governors available to participate in the Directors'/Governors' Appeal Panel, the MAC may appoint associate members solely to participate in the Directors'/Governors' Appeal Panel on the recommendation of the Diocesan Schools Commission.

7. COMPANION

7.1 You may be accompanied at any meetings under this policy by a Companion (including any informal resolution meetings and mediation meetings).

7.2 You must let the relevant Resolution Manager know who your Companion will be at least one Working Day before the relevant Resolution Meeting.

7.3 If you have any particular reasonable need, for example, because you have a disability, you may also be accompanied by a suitable helper.

7.4 Your Companion can address the Resolution Meeting in order to:

- (a) put your case;
- (b) sum up your case;
- (c) respond on your behalf to any view expressed at the Resolution Meeting; and
- (d) ask questions on your behalf.

7.5 Your Companion can also confer with you during the meeting.

7.6 Your Companion has no right to:

- (a) answer questions on your behalf;
- (b) address the meeting if you do not wish it; or
- (c) prevent you from explaining your case.

7.7 Where you have identified your Companion and they have confirmed in writing to the relevant Resolution Manager that they cannot attend the date or time set for the Resolution Meeting, the Resolution Meeting will be postponed for a period not in excess of five working days from the date set by the MAC to a date or time agreed with your Companion.

Should your Companion subsequently be unable to attend the rearranged Resolution Meeting, the Resolution Meeting may be held in their absence or written representations will be accepted.

8. CONFIDENTIALITY AND TRANSPARENCY

- 8.1 Proceedings and records of any grievance will be kept as confidential as possible, but you must appreciate that circumstances can mean that grievances cannot always be dealt with on an entirely confidential basis.
- 8.2 A grievance you raise could result in the instigation of disciplinary action in respect of another employee and, to protect the confidentiality of that process, the MAC may not be able to inform you of the fact of the disciplinary process or of the disciplinary action which has been taken as a result of your grievance, if any.
- 8.3 The parties should not disclose the fact or content of any grievance to any employee or third party without the express consent of the Resolution Manager (except that you are allowed to approach a prospective Companion). Failure to comply with this clause may render you liable to disciplinary action under the MAC's Disciplinary Policy and Procedure.
- 8.4 At the conclusion of your grievance, and after any related disciplinary or other processes have been completed, a report will be presented to the non-staff Directors/Governors at a full meeting of (as may be applicable) the Local Governing Body or the Board as a confidential item.

9. TIMING OF MEETINGS

- 9.1 The aim is that meetings under this Procedure will be held at mutually convenient times, but depending on the circumstances, may:
- (a) need to be held when you were timetabled to teach (if that is appropriate to your role);
 - (b) exceptionally be held during planning, preparation and administration time if this does not impact on lesson preparation (if that is appropriate to your role);
 - (c) exceptionally be held after the end of the school day;
 - (d) not be held on days on which you would not ordinarily work;
 - (e) be extended by agreement between the parties if the time limits cannot be met for any justifiable reason.
- 9.2 Where an employee is persistently unable or unwilling to attend a meeting without good cause the Resolution Manager will make a decision on the evidence available.

10. VENUE FOR RESOLUTION MEETINGS

If your grievance raises sensitive issues, the relevant Resolution Manager may hold the meeting off the relevant School or MAC site.

11. ASSISTANCE

11.1 Where a formal grievance relates to a matter concerning the religious character of the MAC, your completed Form GRP1 and any other relevant information will be sent by the MAC to the Diocesan Schools Commission which may appoint an adviser to assist the MAC in responding to your grievance.

11.2 In all cases the MAC may seek assistance from the Diocesan Schools Commission.

12. FALSE, VEXATIOUS OR MALICIOUS GRIEVANCES

Making a false, vexatious or malicious grievance under this procedure is a serious disciplinary offence which could result in dismissal for gross misconduct. If the Resolution Manager believes the grievance is false, malicious or vexatious a new investigation under the MAC's Disciplinary Policy and Procedure will take place. The fact that an allegation has not been substantiated following a formal investigation should not mean that it will be automatically considered false, malicious or vexatious.

13. PUBLIC INTEREST DISCLOSURE/WHISTLEBLOWING

You should be aware that a grievance may, in certain cases, amount to a protected disclosure under the Employment Rights Act (please see the MAC's Public Interest Disclosure Policy and Procedure for further details). You will not be allowed to raise the same matter under this Policy and the MAC's Public Interest Disclosure Policy and Procedure.

14. PROTECTION FROM VICTIMISATION

This Grievance Policy and Procedure allows staff to seek to resolve grievances without fear of reprisals, victimisation or disadvantage.

15. REVIEW OF THIS PROCEDURE

This procedure was produced in September 2013, updated June 2016, May 2018 and October 2020 by the by the Catholic Education Service (CES) for use in Catholic Voluntary Academies in England following consultation with the national trade unions. It may be adapted, as appropriate, for use in joint church academies subject to the approval of CES on referral by the relevant Catholic Diocese.

FORM GRP1

Submitted by	Name:	
	Job Title:	

1. I wish to formally complain about the behaviour, conduct or decisions of:

- Parents
- Pupils
- Staff (other than the Headteacher)
- Headteacher
- A Director/Governor or Directors/Governors (other than the Chair of the Board)
- The Chair of the Board (or a group of Directors/Governors including the Chair)
- The Directors as a whole

2. The details of my complaint are *(where possible please identify dates, times and names)*:

3. **EITHER** I have attempted to resolve my grievance informally by (please detail your attempts at informal resolution) **OR** I have not attempted to resolve this matter informally because *(delete where appropriate)*:

4. In considering my grievance, I ask you to consider speaking to the following:

5. In considering my grievance, I ask you to look at the following attached documents:

6. In considering my grievance, I ask you to look for the following documents:

7. The outcome I am seeking to resolve this grievance is:

8. During the period in which you investigate my grievance, I would like you to consider taking the following steps (if any):

9. My grievance does/does not* include a complaint that I am subject to discrimination, bullying or harassment (If necessary provide relevant information).

10. My grievance does/does not* include a complaint that raises a child protection issue (if necessary provide relevant information).

11. I will/will not* need special help at my Resolution Meeting (if necessary provide relevant information).

12. My companion at the Stage 1 Resolution Meeting will be:

13. My companion cannot attend a Resolution Meeting on the following dates/times:

-
-
-

I have read the Grievance Resolution Policy and Procedure and am aware that false, malicious or vexatious grievances may result in disciplinary action against me for gross misconduct. I am aware that this GRP1 may be forwarded to the Diocesan Schools Commission and/or to the Designated Person for Child Protection (as appropriate). I am aware that a report on the outcome of this grievance will be submitted to the Directors.

Signed:

Print name:

Date:

OFFICE USE ONLY

Received by Clerk to Board on:

Stage 1 Resolution Manager:

Received by Stage 1 Resolution Manager:

Resolution Meeting held:

Refer to DSC: YES/NO

Refer to Designated Person CP: YES/NO

** delete as appropriate*

FORM GRP2

Submitted by	Name:	
	Job Title:	
Stage 1 Resolution Manager:		

1. I wish to formally appeal against the Stage 1 Resolution Manager's decision.

I attach:

- A copy of my Form GRP1
- The Stage 1 Resolution Letter

2. I disagree with the Stage 1 Resolution Letter because:

3. I want the Stage 2 Resolution Manager to:

4. I will/will not* need special help at the Stage 2 Resolution Meeting (if necessary provide relevant information).

5. My companion at the Stage 2 Resolution Meeting will be:

6. My companion cannot attend a Resolution Meeting on the following dates/times:

-
-
-

I have read the Grievance Resolution Policy and Procedure and am aware that false, malicious or vexatious grievances may result in disciplinary action against me for gross misconduct. I am aware that my GRP1 and this GRP2 may be forwarded to the Diocesan Schools Commission and/or to the Designated Person for Child Protection (as appropriate). I am aware that a report on the outcome of this grievance will be submitted to the Directors.

Signed:

Print name:

Date:

OFFICE USE ONLY

Received by Clerk to the Board on:

Stage 2 Resolution Manager:

Received by Stage 2 Resolution Manager:

Resolution Meeting held:

** delete as appropriate*

**CATHOLIC ACADEMY GRIEVANCE RESOLUTION POLICY AND PROCEDURE
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NOTES TO USER:

You must either complete or delete information which is highlighted in yellow in these template letters before sending to the employee.

Please pay specific attention to who is sending each letter and ensure that it fits with the MAC's governance structure and the table in paragraph [3] of your adopted Grievance Policy and Procedure.

1. FROM LINE MANAGER INFORMAL GRIEVANCE MANAGEMENT

Dear [INSERT NAME]

Informal Grievance Management Meeting

I write further to our informal grievance management meeting on [INSERT DATE]. Please find enclosed with this letter a note from the informal grievance management meeting.

Prior to this note being included in your personnel file you have an opportunity to provide written comments. If you wish to provide written comments please do so [within 5 Working Days] of the date of this letter, therefore by [INSERT DATE]. If you do not provide written comments within this time frame, then only the note will be added to your personnel file.

In accordance with the Academy Trust Company's Grievance Resolution Policy, if you consider that this attempt to resolve your grievance informally has been unsuccessful, then you may invoke the formal grievance resolution procedure by completing a Form GRP1 and sending it to the Clerk to the Board of Directors of the Academy Trust Company.

Yours sincerely

[INSERT NAME]

Line Manager/Headteacher

Enc. Note from informal grievance management meeting.

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

2. FROM CLERK ON RECEIPT OF FORM GRP1

Dear [INSERT NAME]

Receipt of Form GRP1

Thank you for sending me your Form GRP1.

In accordance with the Academy's Grievance Resolution Policy and Procedure (a copy of which is enclosed), I have formally appointed [INSERT NAME] as the Stage 1 Resolution Manager. [INSERT NAME] will write to you under separate cover inviting you to a Stage 1 Resolution Meeting.

[As the subject matter of your grievance touches on the religious character of the [Academy/Academy Trust Company], I have also forwarded a copy of your Form GRP1 to the Diocesan Schools Commission and please see the Academy Trust Company's Privacy Notice which can be found [HERE] which explains the circumstances in which information may be shared with third parties.]

[As the subject matter of your grievance concerns a child protection issue, I have also forwarded a copy of your Form GRP1 to the Designated Person for Child Protection. Please see the Academy Trust Company's Privacy Notice which can be found [HERE] which explains the circumstances in which information may be shared with third parties.]

Yours sincerely

[INSERT NAME]

Clerk to the Board of Directors of the Academy Trust Company

Enc. Grievance Resolution Policy and Procedure

cc. Stage 1 Resolution Manager

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

3. FROM STAGE 1 RESOLUTION MANAGER ARRANGING RESOLUTION MEETING

Dear **[INSERT NAME]**

Stage 1 Resolution Meeting

The Clerk to the Board of Directors of the Academy Trust Company has forwarded your Form GRP1 to me. I received the Form on **[INSERT DATE]**.

I am inviting you to attend a Stage 1 Resolution Meeting with me in my capacity as Stage 1 Resolution Manager on **[DATE]** at **[TIME]**.

[Due to the sensitivities around your grievance, I have arranged to see you off site at **[VENUE]** OR **[The meeting will be held at the Academy in [LOCATION]]**].

At the meeting we will discuss the nature of your grievance and any suggestions you have as to how it might be resolved.

The Stage 1 Resolution Meeting can be adjourned if I determine that further investigations are necessary in order to resolve the grievance. If this is the case, I will provide you with at least 5 Working Days' notice in writing of the date of the reconvened meeting.

You may be accompanied by a Companion who is a willing work colleague not involved in the subject matter of the grievance, or a trade union official, an accredited representative of a trade union or other professional association of which you are a member. Please note that your Companion cannot answer questions for you and you must notify me of their identity at least the Working Day before the meeting, therefore by **[INSERT DATE]**.

If you consider yourself to be a person with a disability and there are reasonable adjustments you believe I can make to accommodate your disability in relation to the operation of the Grievance Policy and Procedure, please do let me know as soon as possible.

The purpose of the meeting is for us to discuss how your grievance can be resolved. I will aim to confirm the outcome of the meeting to you within 5 Working Days of the meeting.

Yours sincerely

[INSERT NAME]
Stage 1 Resolution Manager

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

4. STAGE 1 RESOLUTION LETTER

Dear [INSERT DATE]

Resolution Letter

I write further to our Stage 1 Resolution Meeting on [DATE]. Please find enclosed with this letter a copy of the notes from the Stage 1 Resolution Meeting.

I have read the following documents:

- Your Form GRP1
- [INSERT OTHER DOCUMENTS]

I have spoken with the following people:

- [INSERT NAMES OF INDIVIDUALS SPOKEN TO]

I have considered your proposed resolution.

I have decided that:

[Your grievance is upheld and the following actions will be taken [SPECIFY ACTIONS]][Your grievance is partially upheld and the following actions will be taken [SPECIFY ACTIONS]][Your grievance is not upheld].

If you disagree with this decision you should formally appeal by completing Form GRP2 and sending it to the Clerk to the Board of Directors of the Academy Trust Company within 5 Working Days of the date of this letter. The Clerk will then acknowledge receipt of your Form GPR2 within 3 Working Days of receipt.

If you are content with my decision, a report of your grievance and the outcome will be presented to the non-staff Directors at a full meeting of the Board of Directors of the Academy Trust Company as a confidential item once any related procedures have been completed.

Yours sincerely

[INSERT NAME]
Stage 1 Resolution Manager

Enc. Notes from Stage 1 Resolution Meeting.

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

5. FROM CLERK ON RECEIPT OF FORM GRP2

Dear [INSERT NAME]

Receipt of Form GRP2

Thank you for sending me your Form GRP2 appealing against the decision of the Stage 1 Resolution Manager as set out in the Stage 1 Resolution Letter dated [DATE] from [INSERT NAME].

In accordance with the Academy Trust Company's Grievance Resolution Policy and Procedure, I have formally appointed [INSERT NAME] as the Stage 2 Resolution Manager(s). [INSERT NAME] will contact you shortly to arrange to meet with you to discuss your appeal. This meeting will be the Stage 2 Resolution Meeting and it is normally held within 10 Working Days of the Stage 2 Resolution Manager(s) receiving your GRP2.

Yours sincerely

[INSERT NAME]

Clerk to the Board of Directors of the Academy Trust Company

cc. Stage 2 Resolution Manager

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

6. FROM STAGE 2 RESOLUTION MANAGER ARRANGING RESOLUTION MEETING (Appeal)

Dear [INSERT NAME]

Stage 2 Resolution Meeting

The Clerk to the Board of Directors of the Academy Trust Company has forwarded to me your Form GRP2, your Form GRP1 and the Stage 1 Resolution Letter, which I received on [INSERTDATE].

I am inviting you to attend a Stage 2 Resolution Meeting with me [and [NAME], in [my][our] capacity as Stage 2 Resolution manager on [DATE] at [TIME].

[Due to the sensitivities around your grievance, I have arranged to see you off site at [VENUE] OR [The meeting will be held at the Academy in [ROOM]].

You may be accompanied by a Companion who is a willing work colleague not involved in the subject matter of the grievance, a trade union official, an accredited representative of a trade union or other professional association of which you are a member. Please note that your Companion cannot answer questions for you and you must notify me of their identity at least the Working Day before the meeting, therefore by [INSERT DATE].

If you consider yourself to be a person with a disability and there are reasonable adjustments you believe I can make to accommodate your disability in relation to the operation of the Grievance Policy and Procedure, please do let me know as soon as possible.

Yours sincerely

[INSERT NAME]
Stage 2 Resolution Manager

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

7. STAGE 2 FINAL RESOLUTION LETTER

Dear [INSERT NAME]

Final Resolution Letter

I write further to our Stage 2 Resolution Meeting on [INSERT DATE].

I/We have now read the following documents:

- Your Form GRP1
- Your Form GRP2
- The Stage 1 Resolution Letter
- [INSERT OTHER DOCUMENTS]

I/We have spoken with:

- [INSERT NAMES OF INDIVIDUALS SPOKEN TO]

I/We have considered your proposed resolution.

I/We have decided that:

[Your appeal is upheld and the following actions will be taken [SPECIFY ACTIONS]][Your appeal is not upheld.]

This decision is final and there is no further right of appeal.

A report of this grievance will be presented to the non-staff members at a full meeting of the Board of Directors of the Academy Trust Company as a confidential item once any related procedures are completed.

Yours sincerely

[INSERT NAME]
Stage 2 Resolution Manager

cc. Clerk to the Board of Directors of the Academy Trust Company