**Creating Tomorrow Trust**

**Grievance Policy**

## About this document:

This policy applies to all employees, including full-time, part-time, permanent, and temporary staff. It covers grievances relating to a broad range of issues, such as working conditions, relationships, treatment by others, and the application of workplace policies.

Based on Model Procedure developed by EPM

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|---|---|
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# EPM Version Control

| Date | Version | Amendments/Comments | Reviewer/s |
|---|---|---|---|
| June 2022 | V1 | | AVW |
| June 2024 | 1.1 | Add flowchart appendix 2 | ACA |
| July 2025 | 2.0 | New policy to include collective grievance | RE |

## Wellbeing at Creating Tomorrow Trust

At Creating Tomorrow Trust, we believe that when our people thrive, our learners and communities thrive too.

Physical, emotional and mental wellbeing are essential to a thriving, collaborative and values-driven organisation, and we are committed to creating an environment where every colleague feels supported, respected and able to flourish.

We recognise that wellbeing needs can change over time, and anyone may experience challenges. We work together with openness, compassion and trust, ensuring that help is accessible when it is needed.

Health and wellbeing are everyone's responsibility, and we encourage a positive culture where concerns can be raised without judgement. The Trustees take their duty of care seriously and are committed to ensuring that support for all employees is available through:

- Effective and supportive line management
- A fair and manageable workload
- A professional, safe and inclusive working environment
- Access to wellbeing and employee support services through our Employee Assistance Programme:
    - *08000 856 148*
    - *educationsupport.org.uk*

We are committed to continuous improvement. **All Trust policies are reviewed for their impact on staff wellbeing**, ensuring our values are reflected not only in what we say, but in what we do. Together, we create tomorrow by caring for one another today.

# Contents


1. Policy Statement ..... 4
2. Scope and Purpose ..... 4
3. Roles and Responsibilities ..... 4
4. Equality and Diversity ..... 5
5. Right to Be Accompanied ..... 5
6. Informal Resolution and Mediation ..... 5
7. Formal Grievance Procedure ..... 5
8. Collective Grievances ..... 6
9. Confidentiality ..... 6
10. Record Keeping and Monitoring ..... 6
11. Sources of help and support ..... 6

Appendix A: Employees Notification of Grievance ..... 7

Appendix B: Grievance Flowchart ..... 8

# Grievance Procedure

## 1. Policy Statement

Creating Tomorrow Trust 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. Terms of Reference

**Headteacher** also refers to any other title used to identify the Headteacher or Principal, where appropriate, or other senior manager delegated to deal with the matter by the Headteacher or Principal of a school or college within Creating Tomorrow Trust. In the context of Creating Tomorrow Trust, Headteacher can also be read to include any member of the Trust Executive Team who is conducting the management of the Grievance Procedure either within the Trust Central Team or on behalf of a school within the Trust.

**Companion** refers to a person chosen by the employee to accompany them, who shall be a trade union representative or a workplace colleague.

**School** also refers to Creating Tomorrow College, as well as the Trust Central Team.

**Governor/s** refers to any trustee member of the Trust Board or Committee of either the Trust or Creating Tomorrow College, any governor member of the Local Governing Body.

## 3. 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 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.

## 4. 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.

- **Governors/Leadership**: Oversee appeals and responsible for monitoring the application of the procedure.

## 5. Equality and Diversity

Creating Tomorrow 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.

## 6. 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.

## 7. 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.

## 8. Formal Grievance Procedure

8.1. 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

8.2. 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 may be 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.

8.3. Stage 3: Appeal

If unsatisfied, the employee may appeal to the Governance Professional 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.

## 9. 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 colleague 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 colleague 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.

## 10. Confidentiality

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

## 11. 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.

## 12. Sources of help and support

Support and advice services are available to both the complainant or alleged harasser provided by the employer or within the workplace, such as:

• an employee assistance programme – Education Support

• recognised trade unions, and

• 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** | |

# Appendix B: Grievance Flowchart

