

Grievance Policy

Review date: September 2022
Date of next review: September 2026
Contact: Chief Executive, Education Futures Trust.

Grievance Policy

Introduction

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Process

1. If possible any potential grievance relating to your work should be first explored using the Trust's supervision process.
2. If you feel aggrieved at any matter, and supervision is not the appropriate route, you should raise the matter with your Manager, either verbally or in writing, explaining fully the nature and extent of your grievance.
3. You will then be invited to a meeting at which your grievance will be investigated fully. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
4. If you wish to appeal you must inform your Manager in writing, within five working days. You will then be invited to a further meeting.
5. Following the appeal meeting you will be informed of the final decision,

Guidance: Grievance

Employers must:

- always take employees' grievances seriously
- grant employees the right to bring a colleague or trade union official of their choice to any formal grievance hearing or grievance appeal hearing
- make sure that no employee is penalised in any way for raising a genuine workplace grievance
- keep full and confidential records of all grievances raised by employees.

Employers should:

- initially arrange for grievances to be dealt with informally by the employee's immediate supervisor or manager
- recognise that the raising of grievances may provide management with a positive opportunity to resolve workplace problems and improve working relationships
- implement a policy prohibiting bullying and harassment and a procedure for complaints to be raised which is separate from the organisation's grievance procedure.

Employees must:

- use the grievance procedure where appropriate to raise a genuine grievance about a work-related problem
- raise only grievances that are genuine and not distort an issue into an alleged grievance
- talk to their immediate supervisor or manager as the first step in the event of a grievance
- consider exercising their right to be accompanied by a colleague or trade union official of their choice at any formal grievance hearing or appeal hearing.

Employees have a right to:

- raise any genuine grievance over any employment-related matter with management
- have grievances dealt with promptly and fairly
- explain their grievances at a properly convened grievance hearing
- be accompanied at a formal grievance hearing or appeal hearing by a fellow worker or trade union official of their choice
- have any complaint of bullying or harassment investigated and resolved promptly and fairly
- resign and claim constructive dismissal if they are bullied or harassed at work, subject to having a minimum of two years' continuous service.