



Grievance Policy

At the bottom of the page, there are three overlapping wavy lines that create a sense of movement. The top line is yellow, the middle line is teal, and the bottom line is dark blue. They all curve upwards from left to right.

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Person Responsible for this Policy	Angela Ransby
Policy Author	Angela Ransby
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1. Policy Statement

- 1.1 It is the Trust'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 staff 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.
- 1.2 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, harassment (including sexual harassment) and victimisation.
- 1.3 This procedure does not form part of an employee's contract of employment and it may be amended at any time following consultation. We may also vary application of this procedure, including any time scales for action, as appropriate.
- 1.4 The policy has been implemented following consultation with recognised trade unions. It has been formally adopted by the Trust Board.

2. Who is covered by the policy?

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

3. Using this policy

- 3.1 Employees should raise matters promptly and without unreasonable delay. We will deal with matters in the same way.
- 3.2 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 Procedure if appropriate, and you will be informed if this is the case.
- 3.3 This Grievance Policy should not be used to complain about pay or performance management, dismissal or disciplinary action or the outcomes of other procedures where there will be relevant appeal procedures in place. If you are dissatisfied with any disciplinary action, you should submit an appeal under the disciplinary procedure.
- 3.4 Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.
- 3.5 There is a separate Anti-Bullying Procedure and a separate Preventing Sexual Harassment at Work Policy that may be useful if you believe you have been the victim of bullying or harassment, including sexual harassment, or wish to report an incident of bullying or harassment involving other people. Where your grievance relates to sexual harassment, you are encouraged to refer to the Preventing Sexual Harassment at Work Policy in the first instance.
- 3.6 We operate a separate Whistleblowing Procedure to enable employees 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 procedure.
- 3.7 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, and should be addressed through the appropriate joint collective negotiation and consultation arrangements.
- 3.8 This procedure should be used in situations where the employee simply disagrees with a reasonable management instruction from a manager.
- 3.9 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.

- 3.10 We offer access to a free Employee Assistance Programme. The details to access this service are tel: 08000 856 148. If your grievance relates to sexual harassment, details of additional support services, including external organisations, are set out in the Trust's Preventing Sexual Harassment at Work Policy.

4. Confidentiality and data protection

- 4.1 It is the aim of the Trust 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. You, and any witnesses or other individuals involved in the grievance process, must not discuss the matter with anyone unless authorised to do so. Any breach of confidentiality may give rise to disciplinary action under the Trust's disciplinary procedure.
- 4.2 Employees, and anyone accompanying them (including witnesses), must not make electronic recordings of any meetings conducted under this procedure.
- 4.3 During any action, including any decisions taken under this procedure, the Trust 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 our Staff Privacy Notice, our Retention Schedule and in line with the requirements of Data Protection Legislation (including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018) and any implementing laws, regulations and secondary legislation, as amended or updated from time to time.

5. Low level concerns

All staff are encouraged to report complaints that amount to low level concerns. Low Level concerns are defined within the statutory Keeping Children Safe in Education (KCSIE) guidance document as any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt – that an adult working in, or on behalf of the Trust may have acted in a way that;

- Is consistent with the staff code of conduct, including inappropriate conduct outside of work; and
- Does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the Local Authority Designated Officer (LADO).

Examples of such behaviour could include, but are not limited to:

- Being over friendly with children
- Having favourites
- Taking photographs of children on their personal mobile phone
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door; or,
- Humiliating children

Where staff wish to raise or report a low level concern, they should refer to the 'Managing Allegations Against Adults Policy' in the first instance, which can be found on the Raedwald Trust website.

6. Raising grievances informally - Step 1

- 6.1 We believe that most grievances can be resolved quickly and informally through open communication and discussion with your line manager or Head Teacher. 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 the Head Teacher or CEO. If this does not resolve the issue, you should follow the formal procedure below. If your grievance is about the CEO, this should be raised with the Chair of Trustees.
- 6.2 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).

7. Formal written grievances - Step 2

- 7.1 If your grievance cannot be resolved informally you should put it in writing and submit it to the Head Teacher indicating that it is a formal grievance. If the grievance concerns, or is raised by, the Head Teacher it should

be submitted to the CEO. If the grievance concerns, or is raised by, the CEO, it should be submitted to the Chair of Trustees.

- 7.2 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, in order for them to provide a response they will be given a copy of your grievance.

8. Investigations

- 8.1 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 the Head Teacher or someone else appointed by the CEO. In the case of an investigation into a complaint against a Head Teacher, the CEO will determine who will carry out the investigation. In the case of an investigation into a complaint against the CEO, the Chair of Trustees will determine who will carry out the investigation.
- 8.2 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. We would encourage you to engage openly with the process, as this will help us to resolve your grievance as fairly and quickly as possible. If you do not co-operate, we may need to reach a decision based on the information available to us at the time.
- 8.3 We may initiate an investigation 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.

9. Right to be accompanied

- 9.1 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 2 days prior to the meeting.
- 9.2 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.
- 9.3 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.
- 9.4 Employees are allowed reasonable time off from duties without loss of pay to act as a companion. However, they are not obliged to act as a companion and may decline a request if they so wish.
- 9.5 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.
- 9.6 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 if you have a disability, or if you have difficulty understanding English.

10. Grievance meeting

- 10.1 We will arrange a grievance meeting, normally within 5 working days of receiving your written grievance.
- 10.2 You and your companion (if any) should make every effort to attend the 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.
- 10.3 The grievance meeting will be chaired by the CEO. An HR representative may also be present. Where an investigation has taken place, the investigating officer may also attend to present their findings.

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- 10.4 The purpose of a grievance 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 Raedwald Trust will not tolerate abusive or insulting behaviour from anyone taking part in grievance procedures and will treat any such behaviour as misconduct under the disciplinary procedure.
- 10.5 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.
- 10.6 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.

11. Appeals - Step 3

- 11.1 If the grievance has not been resolved to your satisfaction you may appeal in writing to the CEO stating your full grounds of appeal, within 10 working days of the date on which the decision was sent or given to you.
- 11.2 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 panel of Trustees who have 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.
- 11.3 We will confirm a final decision in writing, usually within 5 working days of the appeal hearing. The appeal panel may confirm, vary, or overturn the original decision. This is the end of the procedure and there is no further appeal.

12. Collective Grievances

- 12.1 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 grievance procedure, but please refer to paragraph 3 above. You and all your colleagues must agree (without pressure being exerted on staff members to join the collective process) to do this.
- 12.2 If you and your colleagues do not entirely voluntarily agree to this arrangement or if your grievances are not identical, the Trust will arrange to hear your grievances on an individual basis.
- 12.3 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.
- 12.4 Your collective grievance will be managed in accordance with Steps 1 to 3 above. However, the written collective grievance statement should also:
- 12.4.1 Identify you and each of your colleagues who wish to raise the grievance;
 - 12.4.2 Identify any nominated trade union representative or colleague to represent you all;
 - 12.4.3 State that you have all voluntarily consented to use the collective grievance procedure;
 - 12.4.4 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.
- 12.5 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.

13. Protection from victimisation

- 13.1 An employee who raises a grievance under this procedure, or who participates in any investigation conducted under it, must not suffer any form of retaliation or victimisation as a result. This protection applies regardless of whether the grievance is upheld. If you believe you have been victimised as a result of raising or being involved in a grievance, you should inform the CEO.. If the matter is not remedied, you may raise a further grievance under this procedure.
- 13.2 Where the grievance relates to sexual harassment, the protections set out in the Trust's Preventing Sexual Harassment at Work Policy shall also apply.

13.3 Anyone found to have retaliated against or victimised someone for raising a grievance or assisting with an investigation under this procedure may be subject to disciplinary action, up to and including dismissal for gross misconduct, in accordance with the Trust's disciplinary procedure.

14. 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 Trust instigating the organisation's disciplinary policy against individuals identified of potential misconduct as a consequence of this procedure.

Appendix 1: Grievance Form

This form may be used to submit a grievance in accordance with the formal grievance policy. You and your trade union representative (if you have one) should complete the form and hand it to your Head Teacher or to the CEO if your grievance is about the Head Teacher or to the Chair of Trustees if your grievance is about the CEO. You should keep a copy.

Name:	
Raedwald Trust site:	
Job title:	
Describe briefly the nature of your grievance (continue on a separate sheet if necessary)	
When did you first raise your grievance, and with whom?	
What action has been taken to resolve your grievance in the informal stage?	
What would you like as the outcome of raising your grievance?	
Has your trade union representative been informed?	Yes / No
If yes, do you wish your representative to receive correspondence?	Yes / No
If yes, please provide the name and contact details for your representative.	

Signed.....Date.....

Print name.....