2025 - 2027

Our Community Multi Academy Trust
CEO – David Whitehead

Grievance Policy

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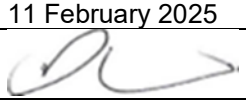
Signature	
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Part A – Policy

1. Policy Statement

Our Community Multi Academy Trust undertakes to promote positive working relationships and is committed to providing a working environment where Employees are treated with dignity, fairness and respect.

The Trust recognises that occasionally an individual Employee or group of Employees may have a problem, concern or complaint regarding their working environment or working relationships.

It is expected that most of day to day concerns can be resolved through regular communication between Managers and Employees.

However, on occasion this may not be possible, and a more structured approach may be necessary using this procedure.

Where an Employee raises a grievance, it is preferable for this to be resolved informally between the individual and the CEO, Headteacher/Line Manager, or person who the complaint is made against, as close to the point of origin, wherever possible.

Where a grievance cannot be resolved informally, it may be appropriate for the issue to be addressed formally, including allowing the right of appeal.

The Trust encourages individuals to work towards a resolution and requires all parties to engage in this process. Consideration will be given to the use of mediation to achieve a lasting resolution to complaints.

The Trust recognises the need to ensure grievances are addressed without undue delay. The Trust will undertake reasonable investigation to assist in the resolution of the grievance.

The raising of a grievance that is vexatious or has malicious intent or that is found to amount to misconduct on the part of an Employee will be addressed under the Trust's Disciplinary Procedure.

An Employee who has raised a complaint in good faith will not be treated less favourably or suffer any detriment in their employment because of raising a complaint under this procedure.

Due consideration will be given to the support required by both parties when addressing concerns.

A grievance will be treated as confidential by all parties unless this is found inappropriate eg if it leads to an investigation or disciplinary procedures, or if it raises issues that relate to a person's fitness to work with children or practise their profession.

This policy has been developed to comply with legal requirements and in accordance with ACAS guidance and best practice principles.

The procedure explains:

- how Employees can raise issues with their Managers about their working environment or work relationships
- how the Trust will address those concerns in a fair and consistent manner
- what is expected from Managers and Employees with regards to the management of grievance issues

2. Scope of the policy

This Policy and Procedure applies to all current Employees of Our Community Multi Academy Trust.

The grievance policy should be used for work related issues such as concerns relating to an Employee's own employment, working environment, working relationships and terms and conditions. It may also be used to raise concerns about the actions of another employee or manager acting on the Trust's behalf.

This policy may also be used by a group of employees who wish to raise a grievance about their employment where the circumstances are the same.

If the complaint relates to an allegation of bullying and harassment – the matter should be addressed under the Trust's Bullying and Harassment procedure which is available to all staff either from the individual school website or the Trust's website.

Employees are advised that any grievances raised must lie within the authority and control of the Trust to resolve in its role as an Employer.

This procedure is not intended to be used in instances where other procedures apply including:

- Dismissal or disciplinary matters
- Performance or capability matters
- Redundancy or restructure issues
- Pay decisions
- Complaints about harassment, bullying or whistleblowing

Issues that are subject to collective agreements or disputes legislation should be raised under the collective disputes procedure within the Conditions of Service for School Teachers or in accordance with the provisions of the Facilities Agreement between the Trust and recognised Trade Unions

3. Adoption Arrangements and Date

This policy procedure was reviewed and re-adopted by the Audit, Finance and Staffing Committee of Our Community Multi Academy Trust on 23 March 2023 and supersedes any previous Grievance procedure.

This policy/procedure will be reviewed by the Board of Directors every two years or earlier if there is a need. This will involve consultation with the recognised unions for material changes only.

4. Responsibilities of the Trust

- To ensure Employees are given the opportunity to explain their concern and the outcome sought.
- To seek a means to resolve the grievance wherever possible whilst considering Trust policies, procedures and rules.
- Achieve the early resolution of grievances where possible and to allow Employees to take their concerns to a further level of management where appropriate
- To ensure consistency and fairness of treatment.

5. Responsibilities of the Employee

- To raise concerns at the earliest opportunity, to make every effort to raise/resolve matters informally at an early stage and to consider mediation as a means of resolving concerns.
- To engage with Managers in seeking to resolve any grievance that has been raised – by attending meetings and / or participating in any investigation and providing evidence to support the complaint.
- To act in a respectful and professional manner towards all parties.
- To maintain confidentiality
- To raise grievances only in relation to legitimate concerns and not of a malicious / vexatious nature.

Part B – Procedure

6. Definition

A grievance is defined as:

'concerns, problems or complaints that Employees raise with their Employers'

(ACAS Code of Practice Discipline and Grievance)

This may include a problem or concern that an Employee or group of Employees has about their work, working conditions, or relationships with and actions of their manager or colleagues.

7. Authority to Act

The table below indicates the appropriate person for an Employee to address a grievance to depending on the nature of the complaint.

Nature of Grievance	Informal	Formal	Appeal
Employee against colleague	Colleague who the complaint is about or Line Manager	Headteacher or relevant central team manager	Panel of no more than 3 Directors and/or local governors
Employee against Line Manager	Line Manager, Headteacher or or relevant central team manager	Headteacher or relevant central team manager	Panel of no more than 3 Directors and/or local governors
Employee against Headteacher	Headteacher , Chair of Governors or Executive Team	Chair of Governors or Executive Team	Panel of no more than 3 Directors and/or local governors
Employee against a member of the Trust Executive Team	CEO	Panel of no more than 3 Directors and/or local governors	Trust Chair
Employee against CEO	Trust Vice Chair	Panel of no more than 3 Directors and/or local governors	Trust Chair

In this procedure the manager considering the complaint is referred to as the 'Manager hearing the grievance'.

Informal Grievances
Every effort should be made to informally resolve grievances before resorting to the formal stages of this procedure.

Grievances relating to an Employee's own employment should initially be raised with the Employee's Line Manager.

Grievances relating to colleagues or Line Manager should wherever possible be raised informally with the individual who the complaint is about in the first instance. If the Employee feels uncomfortable doing this, they should raise the issue with their Line Manager who may be able to facilitate a discussion between all parties regarding the concerns.

In instances where the complaint is against an Employee's Line Manager; complaints should be raised with the next level manager who may be able to facilitate a discussion between all parties regarding the concerns.

In exceptional circumstances and where it's not deemed appropriate for a complaint to be addressed informally an Employee may raise a formal grievance without first seeking to resolve the matter informally.

Formal Grievances
If it is not possible to resolve a grievance informally, an Employee may raise the matter formally in writing stating the basis for the grievance and the resolution sought. The Grievance should be raised with the Employee's Line Manager (or with the next level of management if the grievance issues involve the Line ManagerManager hearing the grievance

Collective Grievances
Where two or more employees have a joint grievance, or one which is similar in nature, then this may be dealt with as a collective grievance if all parties agree. In a collective grievance situation, a spokesperson or representative should be elected to deal with the matter; raise issues, attend any required meetings and communicate matters on behalf of all affected employees. All parties to the collective grievance will be copied into any correspondence regarding the grievance.

In addition, the Trust may decide to obtain further information through a nominated trade union representative.

8. Timescales for Raising a Grievance

A grievance must be lodged within 3 calendar months of the event, act or issue (or last of a series of acts, events or issues), otherwise it will be considered to be out of time.
Should an employee wish to raise a complaint outside of this period they will need to demonstrate that they have made reasonable attempts to resolve the matter informally outside of the grievance process or that there were other reasonable and genuine factors that inhibited their ability to raise the issue within the stated timescale. This decision will be a matter for the manager hearing the complaint at a formal level.

9. Right to Representation

Employees who raise or are the subject of a complaint have the right to be accompanied by a workplace colleague or trade union representative at any formal meetings held as part of this procedure.

Should the Employee feel the presence of a trade union representative or workplace colleague may be beneficial during the informal stage of the process, they should discuss this with the Manager hearing the grievance. There is no statutory right to representation during the informal stage however the presence of an Employee's representative will not be unreasonably refused. It should be noted that the presence of a representative does not make the meeting formal.

10. Timescales

Grievances will be addressed promptly and without undue delay in achieving an outcome for all parties. Indicative timescales are set out below – however these may vary depending on the circumstances of the case:

Informal Stage	Informal Grievance raised	Meeting held and outcome reached as soon as is practicable
	Formal Grievance raised	Within 5 working days following the outcome of the Informal stage
Formal Stage	Grievance Meeting	Within 10 working days of receipt of formal complaint
	Grievance Outcome Meeting	As soon as practicably possible. Where meeting is adjourned within 10 working days of the conclusion of any investigation or other action
	Written Outcome	As soon as is practicably possible and normally within 5 working days of the Grievance Outcome Meeting
Appeal	Appeal	Appeal to be made within 10 working days of the receipt of the written outcome
	Appeal Meeting	Within 10 working days of receipt of written appeal
	Written Appeal outcome	As soon as is practicably possible and normally within 5 working days of the Grievance Outcome Meeting

Should an investigation be necessary, anticipated timescales for completing this will be communicated. Where additional time is required all parties will be advised.

All parties must take all reasonable steps to avoid delays, make every effort to attend the meetings required under this procedure and to provide any information requested by the Manager hearing the grievance or Investigating Officer promptly.

If an Employee exceeds the time limits stated without good reason the grievance will be considered as being out of time and no further action will be taken.

In circumstances where the above timescales are not adhered to by the Employee without reasonable and genuine factors then the Trust may determine that the grievance is regarded as 'out of time' and no further action may be taken. This is a decision for the manager hearing grievance. However, the Employee has the right to bring this matter to an appeal should there be disagreement.

11. Support and Conduct during the Process

The Trust acknowledges that it has a duty of care towards all Employees and appropriate support will be given during the process. This will be discussed with all Employees involved at the beginning and during the process.

Employees are advised that their Trade Union Representatives will be able to provide support and advice to their members. Employees who are not members of a Trade Union may access support via their identified workplace colleague.

Due respect will be given to the rights of both parties during the process and the Trust will adopt an objective and balanced approach when addressing complaints. Both parties are entitled to a full and fair opportunity to submit their accounts with a view to reaching a resolution.

Where both parties to the grievance are present at any meeting, the Manager hearing the grievance should endeavour to facilitate respectful dialogue between the parties to assist in identifying a mutually agreeable outcome.

Staff will be protected from intimidation, victimisation or discrimination for raising a complaint or for having a complaint raised against them. Any form of retaliation against a member of staff may be addressed as a misconduct issue.

12. The Role of Mediation

Mediation can often help resolve grievances and is actively encouraged by the Trust.

Mediation is a voluntary process facilitated by an impartial third party which aims to assist parties reaching in resolution and agreement to a workplace dispute or conflict.

Mediation may be instigated at any stage in the procedure but is encouraged at an early stage as means to improve professional relationships and communication between parties.

During mediation any grievance process would usually be suspended. If at any point any party wishes to withdraw from mediation they may do so and this procedure may be resumed at the appropriate stage.

13. Informal Action

If an Employee has a grievance this should, wherever possible, be raised at the earliest opportunity informally and verbally, in the first instance.

An Employee may also raise the matter in writing if preferred.

In addition to outlining the details of the concerns the Employee should also clearly explain what action or outcome they are seeking.

The normal expectation is that the Employee and person who the complaint is against and/or Manager hearing the grievance would arrange a confidential meeting as soon as possible. The purpose of this meeting is to explore the issues and the outcome sought by the Employee with the aim of achieving a resolution or way forward informally that is mutually acceptable.

Where the complaint is against an individual, it would be the normal expectation that all parties should reasonably agree to a joint meeting as a means to seek a resolution to the complaint at this early stage.

Resolutions at an informal stage may include:

- Providing an apology where appropriate
- Agreeing how future communication will take place
- Agreeing future conduct which is acceptable to all parties
- Agreeing alternative work patterns/practices for either or both parties (subject to operational and business requirements)
- Exploring counselling or workplace mediation
- Agreeing further training, coaching or mentoring

It should be noted that any resolution should take into account Trust policies, procedures and rules.

Depending on the circumstances more than one discussion may be required to achieve a resolution.

At the end of the meeting(s), all parties should agree what actions will be taken to achieve an acceptable outcome and the timescales for achieving these.

At the conclusion of the informal process a written record may be made detailing the date of the meeting(s), concerns discussed and actions/outcomes agreed. A copy should be shared with all parties.

14. Formal Action

Where it is not possible for the matter to be resolved informally an Employee may wish to raise a formal grievance.

Where an informal resolution attempt has been unsuccessful, if the employee wishes to make a formal complaint they must do so in writing within 5 working days of the conclusion of the informal process.

All formal grievances should be raised in writing. The Grievance notification form, attached at Appendix A, should be used for this purpose.

The written notification should set out the concerns objectively, including details of the nature of the complaint as follows:

- the name of the Employee(s) who they are raising a grievance against, if appropriate
- the action or proposed action which has given rise to the grievance, together with specific examples if possible;
- dates and times when incidents occurred, and where they occurred;
- the names of any Employees / other persons who are witnesses to the grievance
- any informal action that the Employee has already taken to try to deal with the grievance
- state what outcome/proposed action they are seeking by raising the grievance.

The Employee should also submit any supporting documentation that is relevant to their complaint.

It should be noted that without the grievance being received in writing the Manager hearing the grievance will be unable to progress the complaint. Where it is unclear whether the Employee wishes a written complaint to be addressed under the formal grievance procedure the Manager hearing the grievance will seek to clarify this without unreasonable delay.

In most instances where a Manager hearing the grievance was identified at the informal stage this individual can continue to consider the complaint at the formal stage.

The Manager hearing the grievance will provide the Employee with written confirmation of receipt of the complaint and confirmation of who will progress the concern.

15. Formal Grievance Meeting

The Manager hearing the grievance will arrange a confidential meeting with the Employee within 10 working days of receipt of the formal grievance.

An Employee may be accompanied to a formal grievance meeting by a workplace colleague or trade union representative.

The purpose of this meeting is to:

- Provide an Employee with the opportunity to explain their grievance in full and consider/clarify the details of the complaint
- Gather any evidence that the Employee wishes to submit in support of their complaint
- Identify any witnesses to the grievance
- Explore and consider the outcome that the Employee is seeking
- Determine the outcome of the complaint/reach a resolution at the initial meeting if appropriate
- Determine what further action might be necessary before an outcome can be determined
- Explore other means of resolving the complaint which may be considered as an alternative to undertaking an investigation e.g. a joint meeting, mediation

It should be noted that no new complaints can be added after this meeting unless agreement is given by the Manager hearing the grievance.

If appropriate, the meeting may be adjourned by the Manager hearing the grievance to:

- Consider the information presented, allow for deliberations and make their decision
- Undertake a simple fact finding exercise themselves. This may include speaking to witnesses and reviewing necessary documents
- Commission a formal investigation and appoint an Investigating Officer
- Identifying other resolutions as outlined at the informal stage
- Arrange a joint meeting between the parties
- Allow time for mediation between parties
- Consider whether any other further action might be appropriate

It may be that a combination of these actions are appropriate in certain circumstances.

Where it is not possible to provide an outcome to the grievance during an initial meeting, the Manager hearing the grievance will confirm in writing the action that is proposed to progress the complaint and the anticipated timescale for completion.

16. Formal Investigation

All reasonable and appropriate investigation will be undertaken to gain full understanding of the circumstances surrounding the grievance.

In some circumstance it may be necessary for the Manager hearing the grievance to commission a formal investigation. However, it should be noted that a formal investigation will not take place as a matter of course and without careful consideration of other means to resolve the complaint. In many instances an informal fact-finding exercise will be sufficient.

Should a formal investigation be undertaken, a formal interview will take place with the Employee who has raised the grievance to explore the details of their concerns.

Should the complaint relate to an Employee, the Employee who the complaint has been made against will be notified in writing of the nature of the concerns. The Employee will be invited to attend a formal interview and given full and fair opportunity to respond to the concerns, explain his/her conduct and any mitigating circumstances. The Employee should be advised that should the complaint be upheld formal disciplinary action may be taken against them.

Where the complaint relates to an Employee's own employment, working environment or terms and conditions the Investigating Officer will interview the responsible manager as part of the investigation.

Both parties may be accompanied to an investigation meeting by a workplace colleague or trade union representative.

The Investigating Officer may also conduct a formal interview with other Employees identified as witnesses to the complaint. Witnesses providing evidence to an investigation should be advised that information provided may be used as evidence and/or they may be called to present this at a subsequent hearing.

A written report will be produced of the investigation findings and shared with the Manager hearing the grievance.

Should an investigation identify issues of Employee misconduct, this will be addressed under the Trust's Disciplinary Procedure.

The investigation findings will inform the Manager hearing the grievance's response to the grievance.

Manager hearing the grievance

The full investigation report will not be shared with the parties to the grievance, A summary document may be made available as the Manager hearing the grievance considering the complaint deems appropriate.

Should the matter subsequently be considered under the Trust's formal disciplinary procedure, the investigation report may be required to be disclosed as evidence for this process.

17. Communicating the Outcome of the Formal Grievance

Having considered the matters raised, the Manager hearing the grievance may be able to determine the outcome of the grievance or agree actions to address the complaint raised and resolve the grievance during the course of the meeting.

Where this is not possible the formal grievance meeting will be reconvened at the earliest opportunity following the completion of any investigation or agreed actions.

The purpose of this meeting is to:

- Communicate the outcome of the grievance and the reasons for this decision to the Employee (with reference to the findings of any investigation)
- Communicate any recommendations or actions to the Employee
- Advise the Employee that they may appeal against this decision

The outcome meeting will be arranged without undue delay and where possible within 10 working days of the conclusion of any investigation or other follow up action where this is necessary.
An Employee may be accompanied by a workplace colleague or trade union representative at this meeting.

The Manager hearing the grievance may determine the following outcomes:

- The Grievance is upheld in full, or
- The Grievance is upheld in part, or
- The Grievance is not upheld

In addition to the above, the Manager hearing the grievance may recommend that further action such as mediation or training be considered to resolve the situation. It should be noted that any resolution should take into account Trust policies, procedures and rules.

The Employee will be notified of the outcome verbally following any deliberation or further investigation as is necessary. In all instances the Employee will be notified of the outcome in writing usually within 5 working days of the date of the meeting or the decision being reached. This notification will include:

- The outcome and the reasons for the decision
- A summary of the facts that the Manager hearing the grievance considered in coming to their decision – including the findings of any investigation
- Any recommendations or agreed actions for the parties to take
- Advising the Employee that they may appeal

It should be noted that where a complaint was against another Employee and the grievance is upheld, the Employee who raised the grievance does not have the right to know what future formal/informal disciplinary or management actions may be taken against the individual.

Appropriate information will be made available about the investigation and grievance outcome to the employee who the complaint is against along with any relevant recommendations to support the ongoing relationship between the parties.

18. Grievance Appeal Meeting

Where an Employee feels that their Grievance has not been satisfactorily resolved by the Manager hearing the grievance they may appeal against the outcome.

Where the grievance complaint is against another employee, the employee whom the grievance was raised against does not have the right to appeal against the outcome.

Appeals should be made in writing to the Manager hearing the grievance, within 10 working days of receipt of the written outcome of Formal Grievance. The letter of appeal should clearly state the specific grounds on which the Employee is making the appeal and why they are dissatisfied with the decision. A copy of the original written grievance form/letter and any supporting documentation should also be submitted.

An appeal meeting will be arranged without undue delay and where possible within 10 working days of receipt of the written appeal.

The appeal meeting will be heard by a more senior manager than the original Manager hearing the grievance. Where there is not a more senior manager the appeal may be heard a panel made up of no more than 3 Directors and/or local governors. Those considering the appeal will not have been involved in the grievance at the earlier stages.

Staff governors will not be a member of an appeal panel.

An Employee may be accompanied to an appeal meeting by a workplace colleague or Trade Union Representative. At an appeal meeting the Appeal officer or Panel will review:

- The original grievance outcome decision
- The Employee's reasons for raising an appeal
- Any further representations made or information presented by the Employee

The Manager hearing the grievance who considered the complaint at the earlier stage may be called as a witness to the appeal meeting.

Based on the information presented, the Appeal Officer or Panel may determine the following outcomes:

- The original grievance decision is upheld in full, or
- The original grievance decision is upheld in part, or
- The original grievance decision is overturned

In addition to the above, the Appeal Officer or Panel may recommend that further action such as mediation or training be considered to resolve the situation.

Where possible the employee will be advised verbally of the outcome at the conclusion of the meeting or following any deliberations that may be necessary.

In all instances the Employee will be notified of the outcome in writing usually within 5 working days of the date of the meeting or the decision being reached. This will include:

- The outcome and the reasons for the decision
- A summary of the facts that the Appeal Officer or Panel considered in coming to their decision
- Any recommendations or agreed actions for the parties to take

Where the grievance complaint is against another employee they will be notified of the appeal outcome. This may be in writing or at a meeting.

Appropriate information will be made available about the appeal outcome to the employee who the complaint is against along with any relevant recommendations to support the ongoing relationship between the parties.

The outcome of the appeal is final and there is no further right of appeal.

19. Supporting Information

Any documents or relevant information that would assist in the exploration or resolution of the grievance should be shared by the Employee as soon as is practical in advance of the formal grievance meeting. Any information which the Employee wishes to submit as part of their appeal should be received no later than 3 working days prior to the hearing.

20. Involvement of other parties/witnesses

In certain instances, it may be appropriate to allow other parties/witnesses to attend a formal grievance or appeal meeting where their contribution may assist in understanding the issues being raised.

However, in most cases this will not be necessary as information will be gathered during any fact finding or investigation process.

Should an Employee wish to request that another party attends the grievance or appeal meeting, they should advise the Manager hearing the grievance who will consider each request on case by case basis.

21. Non Attendance at Formal Grievance and Appeal Meetings

Employees are expected to attend and participate in all meetings. Where an Employee or their representative is unavailable to attend, they should inform the Manager hearing the grievance/Appeal Officer at the earliest opportunity.

. If a postponement is requested for unforeseen circumstances the meeting may be deferred by up to five working days from the date of the original hearing and only one postponement will be granted.

Should an Employee or their workplace colleague or Trade Union representative fail to attend the rescheduled meeting, the meeting will proceed whether all parties attend or not and a decision made based on the available information.

22. Action pending the outcome of a grievance

Exceptionally, if circumstances warrant, the Trust may take action to alleviate the circumstances which have given rise to the complaint pending the outcome of the formal grievance process.

Any change would be temporary pending the outcome of the grievance process and may include alteration to working arrangements or line management responsibilities subject to consideration of the operational needs of the Trust. Where all other options have been explored, on occasion it may be necessary to suspend with full pay the Employee who the allegation has been made against in line with the Trust's Discipline and Conduct policy.

23. Support following the Conclusion of the Process

The Trust expects all parties to work together in a professional and constructive manner following the conclusion of the process. However, it is recognised that ongoing support may be required to re-build damaged working relationships.

Consideration should be given to any measures that may assist with rebuilding working relationships and prevent a recurrence of the situation that gave rise to the original complaint. This may include mediation.

It is expected that all parties should reasonably agree to a joint informal meeting to discuss future ways of working.

Reasonable monitoring will take place to ensure actions or recommendations arising from the grievance are successfully implemented

24. Concurrent Management Action

Employees should be advised that reasonable management action to address concerns relating to employment matters should not automatically be perceived in itself as a reason to raise a grievance.

If an Employee raises a grievance during a disciplinary or capability process, both processes may continue concurrently. The disciplinary/capability process may be suspended to deal with the grievance. The Manager hearing the grievance will seek appropriate HR advice before making this decision

However, each case will be considered on its merits to ensure that the Trust is acting reasonably.

25. Absence during the process

In instances where the absence of either party arises following a complaint, the Trust will seek early advice from on Occupational Health Advisor on how to support the Employee in the management of the absence.

The Manager hearing the grievance may at their discretion decide to proceed with the process in Employee's absence although consideration will be given as to the circumstances.

In cases of absence from work of one of the parties, consideration will be given as to how best to progress the complaint. The Manager hearing the grievance may, at their discretion, decide to proceed with the process in an Employee's absence but in these circumstances alternative arrangements will be discussed with the employee including providing a written statement or for a Trade Union representative or workplace colleague to attend meetings on their behalf.

26. Anonymous Allegations

Employees are encouraged to put their name to any grievance complaint.

Where an Employee is concerned about being identified the Trust may explore appropriate measures to reassure and safeguard the Employee during the process.

The Trust cannot guarantee that anonymous allegations will be considered or formally investigated. This is in accordance with the principles of natural justice where an individual has a right to know who has made a complaint to be able to respond fully.

Where an anonymous allegation cannot be taken forward, the Trust will take reasonable and appropriate action to reinforce the Trust's general expectations regarding staff conduct.

27. Malicious/Vexatious Allegations

Where a complaint is unsubstantiated and found to be of a vexatious or malicious intent, this will be investigated in accordance with the Trust's Disciplinary procedures.

28. Grievances received after the employment relationship ends

Wherever possible a grievance should be dealt with before an employee leaves employment. There is no automatic right to a meeting in respect of a grievance by a person who raised a grievance as an ex-employee and any response to that grievance may be in writing only.

If a grievance is received within 3 months of an employee leaving the organisation it is at the Trust's discretion whether to investigate the grievance. In the event that the School / Trust consider it appropriate to investigate the grievance, the grievance will be dealt with using a shortened procedure. This will require the former employee to set out their grievance in writing together with details of the remedy sought. The organisation will look into the grievance as appropriate and provide a response in writing as soon as possible. There is no right of appeal against the response to a grievance received post-employment. If a grievance is received later than 3 months from the employee's leaving date then the organisation reserves the right to reject the grievance.

29. Record Keeping

Accurate and contemporaneous records will be kept throughout the process, including any initial informal process.

Records will be kept detailing the nature of the grievance raised, the response, actions taken, reasons behind any action taken; whether the outcome was subject to appeal, and if so, any further outcome.

A copy of any outcome letters should be retained on the Employee's Trust personnel file.

30. Confidentiality

A grievance must be treated by all parties involved in the process as a confidential matter. Discussion with other parties is not acceptable.

Failure to respect the confidentiality of the process may be regarded as a disciplinary matter.

The Trust will respect the confidentiality of all information relating to an Employee's grievance.

Appendix A: Grievance Notification Form

Employee name:	**Employee Job title:**
School:	**Date Grievance Raised:**
Trade Union Representative/Workplace Colleague	**Name:** **Email:** **Contact Telephone No:**
If your complaint is against an individual - please provide their name and job title	**Name :** **Job Title:**

Summary of complaint: *Set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets or supporting documents if required.*

Individuals involved in the alleged incident/complaint: *Provide here the names and contact details of any people involved in your complaint, including witnesses.*
Informal action to resolve the issue: *Please provide details of any action that you have already taken to your grievance/ complaint and why this did not work.*

Outcome requested: *Please set out what outcome you are seeking from your complaint, and why and how you believe that this will resolve the issue*.

Declaration: *I confirm that the above statements are true to the best of my knowledge, information and belief. I understand that making any false, malicious or untrue allegations may result in disciplinary action being taken against me by the Trust. (In the most serious cases, making false, malicious or untrue allegations can be treated as gross misconduct).*	
Signature:	
Name:	Date:

For completion by the Manager hearing the grievance:

Date form received:	
Date of formal meeting:	
Date investigation commissioned:	
Date of formal outcome meeting:	
Date Employee notified of written outcome:	
Date appeal received:	
Date of appeal meeting:	
Date Employee notified of written appeal outcome	