

Grievance Procedure



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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 you make us aware that you have a grievance/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

new working practices
working environment
organisational change
discrimination

- 1.3. The policy has been written in consultation with recognised trade unions. It has been formally adopted by the Board of Trustees.

2. Who is Covered by the Procedure?

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

3. Using this Procedure

- 3.1.

- 3.9. The Trust offers access to a free, confidential counselling service. There is an initial assessment session after which you may be offered 5 counselling sessions. To access the service, call 01773 814402 or email nurse@uk-sas.co.uk Full details of all employee wellbeing services and benefits can be found at www.lwlaf.org.uk

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.
- 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 Tw 1.IB-3.1 (h)2.3 (e)lr

encouraged to seek informal resolution. If you feel unable to speak to your line manager, for example, because the complaint concerns them, then you should speak informally to the Principal/CEO or a more senior manager. If this does not resolve the issue, you should follow the formal procedure below.

Whilst we encourage the informal resolution of grievances, we recognise that this is not always possible or appropriate. In such a situation, we will deal with the matter formally at Step 2 (below).

Formal Written Grievances - Step 2

If your grievance cannot be resolved informally you should put it in writing and submit it to the Principal/CEO indicating that it is a formal grievance. If the grievance concerns, or is raised by, the Principal it should be submitted to the Trust's Chief Executive Officer (CEO). If the grievance concerns, or is raised by the CEO, it should be sent to the Chair of the Trust Board at governance@lwlai.org.uk marked private and confidential.

- 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

adjustment, for example, if the employee has a disability or difficulty understanding English and/or needs welfare support. A translation service can also be provided if necessary.

9. Investigations

- 9.1. 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 Principal, a senior manager or someone else appointed by the Principal/CEO. In the case of an investigation into a complaint against a Principal the CEO will determine who will carry out the investigation. In the case of an

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11. Appeals - Step 3

13. Disciplinary Proceedings

- 13.1. 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 Trust Disciplinary Procedure against individuals identified of potential misconduct as a consequence of this procedure.

14. LwLAT Wellbeing Statement

- 14.1. The Trust will always put the effective education of our learners at the heart of any decision that we make. In doing so, we recognise that the requirement to adhere to policies and procedures may be time consuming and can impact on workload. For this reason the Trust and its Academies will always endeavour to support staff when policies and procedures are being actioned.

15. Review of this Policy

- 15.1. This policy is reviewed annually, or sooner if required by new or statutory legislation, by the Trust Board in consultation with the recognised trade unions. The Trust will monitor the application and outcomes of this policy to ensure it is working effectively.

