



Grievance Procedure

Updated: 03.09.2022

1. Introduction

The aim of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If a consultant or a volunteer has a problem with any other consultant or volunteer, and is unable to sort it out informally, the matter should be referred to the School Administrator.

If the problem is serious or remains unresolved or the consultant or the volunteer wishes to raise the matter formally, the consultant or the volunteer can use the formal grievance procedure.

If a consultant, a volunteer or a trustee has a problem with a trustee, and is unable to sort it out informally, the consultant or the trustee can use the formal grievance procedure.

2. The Procedure

Raise the grievance in writing

The consultant or volunteer should raise a grievance with the School Administrator without unreasonable delay, usually within 28 days of the incident (or final incident) which gives rise to the complaint.

If the grievance is against the School Administrator, the matter should be raised with a trustee usually within 28 days.

In the case of a trustee grievance, the matter should be raised at a Board Meeting usually within 28 days. Whoever deals with the grievance at the meeting will normally be excluded from hearing any appeal.

The consultant, the volunteer or the trustee must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Consultants, volunteers and trustees should stick to the facts and avoid insulting or abusive language.

Invitation to a Grievance Meeting

The School Administrator will invite the consultant or the volunteer to attend a meeting, without unavoidable delay to discuss the matter. The School Administrator can decide to invite a trustee to attend.

The School Administrator will also state that the consultant or the volunteer is entitled to be accompanied by a colleague at the meeting.

If the grievance is raised by a trustee, the Secretary of the Board will raise the grievance at the next Board Meeting or invite trustees to an emergency Board meeting.



Grievance Meeting

Where possible, a notetaker, who must be uninvolved in the case will take down a record of the proceedings.

The School Administrator (or a trustee as appropriate) will introduce the meeting, read out the grounds of the grievance, ask the consultant, the volunteer or the trustee if they are correct and require the consultant, the volunteer or the trustee to provide clarification regarding details of the grievance if unclear.

The consultant, volunteer or the trustee will be given the opportunity to put forward her/his case and say how they would like to see it resolved. The consultant, volunteer or the trustee may call witnesses and refer to any documents previously provided to the School Administrator (or a trustee as appropriate).

The School Administrator (or a trustee as appropriate) may question the consultant, the volunteer or the trustee and any of their witnesses.

The consultant, the volunteer or trustee will be given the opportunity to sum up but may not introduce any new material.

The meeting may be adjourned by the School Administrator (or a trustee as appropriate) if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the School Administrator (or a trustee as appropriate) will give her/his decision regarding the case in writing to the consultant, the volunteer or the trustee which will normally be within five working days. If appropriate, the decision will set out what action the Charity intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons.

If the case of a grievance raised by a consultant or a volunteer, this will also include notifying the consultant or the volunteer of her/his right of appeal and the procedure to be followed.

If the case of a grievance raised by a trustee, the decision taken by the Grievance Meeting shall be final.

Appeal

If still unresolved, the consultant or volunteer may refer the matter, in writing, to the Chair of the Board, or if the Chair has already been involved in an earlier stage of the procedure, to the other trustees.

The consultant or volunteer wishing to appeal against a grievance decision, must do so in writing within five working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents submitted in support of the appeal must be attached.

Arrangements for the appeal meeting will be made by the Chair (or the other members of the Board if appropriate) who will ensure that a notetaker is present if possible. The appeal meeting should be held without unavoidable delay. Where possible, at least two trustees will constitute an Appeal Panel. The trustee or trustees hearing the appeal should, if at all possible, have had no direct involvement in the case.

The consultant or volunteer is entitled to be accompanied a colleague at the appeal.



The meeting may be adjourned by the Appeal Panel or person hearing the appeal, if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible.

The decision of the Appeal Panel or person hearing the appeal shall be final.