Grievance Procedure - Flowchart

Grievance

Employee must try to resolve workplace concern(s) by talking directly to the member of staff involved or appropriate senior member of staff.

The "Informal Resolution" process must be completed before grievances can progress to "Formal Resolution"

Formal Resolution

Employee writes to the appropriate person (see procedure) clearly outlining their grievance and how they would like it resolved (using pro-forma at Appendix 3). For raising concerns as to any wrong-doings in the workplace e.g. fraud or corruption the Schools whistle-blowing procedure should be followed.

Grievance Committee or Nominated Officer will meet with member of staff to discuss their grievance and respond within 5 days of the hearing (or the agreed date if this has been extended).
Grievance Hearing will be held within a maximum 20 working days of receipt (in HR) of the grievance.

Hearing Outcome → Matter resolved, no further action.

Employee writes to appropriate person (see procedure) using pro-forma at Appendix 5, within 10 working days of receipt of Formal Resolution outcome decision letter, clearly outlining why they are dissatisfied with the decision and what alternative solution they are seeking to resolve their grievance.

Appropriate panel will meet with member of staff and representative to discuss the grounds for their appeal and respond within 5 days of the hearing (or the agreed date if this has been extended).

Appeal Hearing will be held within a maximum 20 working days of receipt of the appeal.

Appeal Outcome
This is the final stage
There is no further right of appeal