

**Staff Grievance Procedure**

**Introduction**

CF School is committed to providing a professional, supportive environment for all members of our school community. We recognise the right of a teacher to raise their concerns and the value to all concerned of dealing fairly, speedily and effectively with any such concerns.

**Confidentiality**

Staff members can be assured that all concerns and complaints will be treated seriously and confidentially. When dealing with complaints, the school may process a range of information which may include special category personal data. All data processing is carried out in accordance with the school’s Privacy Notice. Following resolution of a complaint, the school will keep a written record of all formal complaints, whether they are resolved at the Stage 1 (informal stage), or a the formal stage (Stage 2) and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld).

**Grievance Procedure**

CF School recognises that from time to time you may have grievances relating to your employment.

CF School encourages free communication between you and you Manager to ensure that questions and problems arisin during the course of your employment can be aired and, wherever possible, resolved quickly and to the satisfaction of all concerned.

In the event that the grievance alleges inappropriate conduct by a fellow employee, that employee will be advised of the nature of the complaint made against him/her before any investigation is instigated in order for the employee to exercise their right to defend himself/herself.

It is recognised that false accusations can have a serious effect on innocent individuals and any emplovee who brings a complaint which is subsequently found to be untrue will be subject to disciplinary action.

**What Constitutes a Complaint?**

Many issues and concerns can arise on a day to day basis that can usually be resolved quickly and informally through discussion and liaison with the Head-Teacher and / or Director.

A complaint is a formal expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, or about an individual member of staff, and any matter about which a staff member is unhappy and seeks action by the school is within the scope of this procedure.

A complaint may arise if a staff member believes that the school has done something wrong, or failed to do something that it should have done or acted unfairly.

If staff members do have a complaint, the following procedure will be followed.

**Stage 1: Informal Resolution:**

• As with day to day issues and concerns, it is hoped that most complaints will be resolved quickly and informally.

• If staff members have a complaint, they should contact the Head-Teacher and/or Director.

• If the matter cannot be resolved straightaway the Head-Teacher and/or Director will meet the staff member as soon as is reasonably practicable (and, where possible, within seven working days of the complaint) to attempt to provide a satisfactory resolution.

• Complaints made directly to another member of staff will normally, in the first instance, be promptly referred to the Head-Teacher unless the member of staff believes that the complaint is of a more serious nature such that the complaint should be referred directly to the Director.

• A written record of all complaints will be maintained. A record of all complaints dealt with by a member of the School Leadership Team will be kept by the Director for periodic review.

Each of the resolution processes noted above is intended to conclude the informal resolution stage.

However, if, after Stage 1, there is no satisfactory resolution, parents are advised to proceed to Stage 2 of the procedure.

**Stage 2: Formal Resolution:**

• If the complaint cannot be resolved on an informal basis, the staff member should put their complaint in writing.

• On receipt of the complaint, the Director will meet/speak to the staff member concerned, as soon as is reasonably practicable (and, where possible, within five working days of receiving the complaint), to discuss the matter.

If possible, a resolution will be reached at this stage. If the complaint is made against a specific member of staff, that member of staff may be present at this meeting. The Director will have the right to decide whether the member of staff’s presence is appropriate at this stage.

• The Director will thereafter investigate the matter and will provide a response to that complaint in writing as soon as possible. Where possible, this will be provided within ten working days of the Director’s meeting with the staff member, although this will depend on a number of factors including the extent of any further investigations which the Director considers appropriate before providing a response. That response will give the decision, the reasons for the decision and any action taken or proposed, and will go to all interested parties where appropriate and in line with the school Privacy Notice.

• A written record of all complaints that are raised under Stage 2 will be kept by the Director. A record will also be kept of whether the matter was resolved at this stage, the resolution (or not) and any action taken or proposed, or proceeded to a panel hearing.

• Legal representation may be appropriate. This right of accompaniment will also be extended to any member of staff against whom a complaint has been made if they are invited to attend the hearing to give evidence