



MANCHESTER LEARNING ACADEMY

GRIEVANCE POLICY

REVIEW DATES:-

15/01/2014
15/01/2015

Manchester Learning Academy

Grievance Policy

Introduction

This procedure provides staff with a means by which to lodge a grievance or complaint if informal discussions have failed to resolve the issue(s) or where staff do not believe that the matter can be dealt with informally.

Informal stage – avoiding a Grievance with a View to Resolution

Staff should normally discuss their concerns with their immediate manager/course coordinator who should always find the time to listen to and discuss those concerns with a view to resolution.

The director should make an appointment or arrange to see the member(s) of staff as far as possible within five working days of the staff request. The member(s) of staff should present their case clearly to the director so that he/she understand the issue and can be prepared to try and resolve it as a result of the meeting. Where there is an agreed course of action, it is good practice for the director to confirm this in writing.

Formal Procedures

If the grievance has not been resolved satisfactorily at the informal stage because of the decision made, or a delay in progressing matters, the next step is to invoke a formal grievance.

The member of staff should submit a signed, written grievance to the director by completing the Grievance Complaint form or by sending a letter and any supporting evidence. There may be exceptional circumstances which mean they are unable to do so, in which case the grievance may be submitted on their behalf by a work colleague.

Notification of Grievance & Hearing

A formal grievance should be sent with relevant evidence/justification in writing to the director unless the director has already considered it informally and it has not been resolved.

Any written grievance must make it clear that it is a notification of a formal grievance and must set out clearly the basis of the complaint. The director should carry out an appropriate investigation into the grievance and arrange a grievance hearing. After the hearing, the decision should be conveyed in writing to both parties. The aim is to reach a conclusion which is satisfactory to all parties.

Appeal to Head/Director

If the member of staff is not satisfied with the outcome of the hearing, he/she may appeal in writing to their Head/Director within ten working days of the date of the decision letter. The appeal should specifically outline the reasons why the member of staff believes the previous decision was unfair or unreasonable.

The Head/Director will make arrangements to hear the appeal following the key principles. After the appeal hearing, the decision should be conveyed in writing to both parties within seven working days.

Collective Grievance

Where a complaint or grievance relates to the concerns of two or more members of staff it can be dealt with as a collective grievance. An “appropriate representative” must complete the grievance in writing.

Modified grievance procedure

The modified procedure will apply in circumstances where the standard grievance procedure would otherwise apply but where the employment has ended and either:

- The college was not aware of the grievance before the employment ended; or
- If the college was so aware, the standard grievance procedure had not started or had not been completed by the time the employment ended; and
- The parties have agreed in writing that the modified, rather than the standard grievance procedure would apply.

The staff must set down in writing the nature of the alleged grievance and send the written complaint to the Director. The Director must set out his/her response in writing and send it to the individual.

Guidance on Attending and Conduction Grievance Hearings

In dealing with grievance issues there are several key principles that should always be adhered to. These are set out below:

- The director should acknowledge receipt of the grievance in writing normally within five days.
- The member of staff should always be informed in writing of the time, date and place of the hearing, who will be conducting the hearing and who else will be present. In all cases the member of staff is expected to attend the hearing unless there are exceptional circumstances.
- Unless there are strong reasons why the grievance cannot be dealt with quickly (e.g. one of the parties is on holiday) the hearing should be held within ten working days.
- The member of staff can request to delay the hearing for up to five working days.

- A work colleague who has been asked to accompany a member of staff to a formal grievance hearing is entitled to a reasonable amount of time away from their normal duties to fulfil this role.
- No member of staff is required to agree a request to accompany a colleague to a hearing and no pressure should be brought to bear on them if they do not wish to do so.
- At the hearing the member of staff will be invited to present his or her case with the help of their work colleague. The representative may help present the case, may directly address the Head/Director hearing the case and may be consulted by the member of staff at any time during the hearing.
- Both parties should be given the opportunity to summarise their cases.
- At the end of the hearing the member of staff should be told that a decision will be confirmed in writing within seven working days.
- It is particularly important that the decision letter contains information, which will enable all parties to understand how the conclusions and decision(s) were reached.
- The decision letter should be copied to all parties and Administration for record-keeping purposes. If the grievance is resolved satisfactorily, the papers will then be disposed of.

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APPENDIX 10
GRIEVANCE COMPLAINT FORM

This form may be completed in full if you wish to raise a formal grievance complaint. The completed form should be sent to the relevant manager. (If you have already discussed your complaint with the line manager and feel it has not been resolved, please send to their line manager)

Name:

Dept/School/Service:

Nature of grievance:

(Include specific details of grievance and attach any relevant documentary evidence/
justification)

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Attempt at Informal Resolution:

Proposed Solution:

Signature:

Date: