

Dispute Resolution - Grievance Flow Chart

To be read in conjunction with the Dispute resolution – Grievance Procedure for teaching and support staff in schools

Step 1

INFORMAL

The employee should try and resolve the issue directly and informally.

The employee should be able to evidence that they have tried to resolve informally.

Step 2

EARLY INTERVENTION

The employee to raise dispute with Head Teacher (or CoG if the issue involves the Head Teacher) within 15 working days of dispute or incident.

The employee completes pro forma to provide details of the dispute and to evidence that they have attempted to resolve the issue informally.

The School discuss with HR.

An informal Grievance meeting between Head Teacher, HR and the employee is arranged.

Employee is advised of right to have TU/work colleague support at meeting.

If necessary, fact finding exercise undertaken (normally within 10 days).

A reconvened meeting is arranged to feedback the outcome to the employee

An outcome letter of meeting is sent to the employee.

Step 3

INVESTIGATION – if issue unresolved

The Head Teacher/Chair of Governors commissions investigation, with support from HR.

The Investigating Officer meets with employee (normally within 10 working days).

The employee is advised of right to have TU/work colleague support.

The Investigating Officer carries out investigation and formulates an investigation report.

On conclusion of the investigation, the commissioning manager will meet with HR to discuss the findings.

A formal grievance meeting/ hearing is arranged to feedback the outcome of the investigation to the employee.

The Head Teacher/Chair of Governors, with HR Support, determine whether or not grievance is upheld.

Outcome is confirmed in writing to the employee.

Step 4

APPEAL

The employee writes to Chair of Governors within 15 working days of receiving notification of decision

The matter is referred to the Governing body's Appeal Panel.

The Appeal panel convene a hearing (normally within 10 working days of receiving the appeal)

The employee advised of right to have TU/work colleague support

The outcome of Appeal is confirmed in writing to the employee.

Template letters are available on the Business Solution Website

Mediation is considered/offered as part of the process