Staff Grievance Policy

For all schools in the Bosco Catholic Education Trust

This policy has been approved and adopted by the Bosco Catholic Education Trust.

Approved:	For review:
December 2025	December 2026

1. Bosco Catholic Education Trust Mission Statement

The Bosco Catholic Education Trust is a Christ-centred family of Catholic academies, within the Diocese of Arundel and Brighton, working together as one body to provide an outstanding education for all. As Catholic schools, we endeavour to develop confident, compassionate and faithful young people. Through partnership, collaboration and mutual support, we seek to enable all those entrusted to our care to become the person God called them to be.

"Serve the Lord joyfully"

2. Definitions

In this Grievance Policy and Procedure, unless the context otherwise requires, the following expressions shall have the following meanings:

Academy Trust Company	The company responsible for the management of Bosco Catholic Education Trust (Bosco CET) and, for all purposes, means the employer of staff at its schools.
Academy	The school named at the beginning of this Appraisal Policy and Procedure and includes all sites upon which its activity is being carried out. Each school with Bosco Catholic Education Trust has academy status.
Board	The board of Directors of the Bosco CET.
Chair	The Chair of the Board or the Chair of the Local Governing Committee of the Academy appointed from time to time, as appropriate.
Clerk	The Clerk to the Board or the Clerk to the Local Governing Committee of the Academy appointed from time to time, as appropriate.
Companion	A willing work colleague not involved in the substance of the employee's performance under review by this Appraisal Policy and Procedure; an accredited trade union representative; an official employed by a trade union who will be expected to make themselves available for the periods of time necessary to meet the timescales under this Appraisal Policy and Procedure.
Diocesan Schools Commission	The education service provided by the diocese, which may also be known, or referred to, as the Diocesan Education Service.
Directors	Directors appointed to the Board of the Academy Trust Company.
External Advisor	External Adviser A suitably skilled and/or experienced person who is appointed by the Governing Board to support the Governing Board to appraise the Headteacher in accordance with this Appraisal Policy and Procedure. The External Adviser must be familiar with the particular needs of a Catholic voluntary academy e.g., the development of the Academy's ethos.
Governing Board or Governing Body	The Local Governing Committee of the School.
Governors	The governors appointed and elected to the Local Governing Committee of the School, from time to time.

Local Governing Committee	The group of governors appointed and elected to carry out specified functions in relation to the school as delegated by the Academy Trust Company.
Standards	The relevant standards incorporated into the Teacher's contract of employment which may be the Teachers Standards published by the DfE in 2012 or any subsequent revisions thereof.
Teacher	A teacher employed by the Academy Trust Company to work at the School and, where the context so admits, includes the Headteacher.
Vice-Chair	The Vice-Chair of the Board or the Vice-Chair of the Local Governing Committee of the Academy elected from time to time, as appropriate.

3. Scope Of Procedure

3.1 This Grievance Policy and Procedure is available to you insofar as any grievance relates to your work within the Academy and you are an employee or worker at the Academy (hereinafter referred to as an "employee" or "you").

3.2 This procedure should not be used to:

3.2.1 complain about pay or performance management, dismissal or disciplinary action or the outcomes of other procedures where there will be relevant appeal procedures in place. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Policy.

3.2.2 appeal against any decision to terminate your employment whether on grounds of ill-health, incapacity, redundancy, misconduct, poor performance or other grounds;

3.2.3 appeal against selection for redundancy;

3.2.4 complain about or appeal against any decision relating to your pension. Separate Dispute Resolution Procedures have been set up by the Teachers' Pension Scheme and the local fund of the Local Government Pension Scheme;

3.2.5 complain about any matter that forms a collective grievance where the appropriate mechanism is for representations to be made by the appropriate trade union representatives;

3.2.6 complain about any matter which is properly the subject of a statutory consultation process;

3.2.7 complain about matters which have been, or should have been, brought under a separate policy or procedure operated by the Academy, such as the Academy's Complaints Policy and Procedure

3.2.8 or Public Interest Disclosure/Whistleblowing Policy and Procedure; or

3.2.9 complain about matters, which are more than three months old (though this shall not prevent you referring to matters more than three months old in relation to a grievance, which is otherwise live).

3.3 The Academy Trust Company delegates its authority in the manner set out in this policy.
3.4 The primary purpose of this procedure is to resolve current grievances.
3.5 The primary purpose is not to make findings of fact on historical matters (though this may be required in resolving some grievances).
3.6 The Academy's focus is on the remedial steps required to resolve a grievance.
3.7 The Academy does not speak of grievances being "against" any particular person but rather of grievances "relating" to a particular person.
3.8 The Academy shall seek to resolve any grievance raised by an employee during their notice period and/or garden leave period, using this policy.
3.9 Where an employee has ceased to be an employee (for whatever reason), the Academy shall only consider post-termination grievances where it was not reasonably practicable for the employee to have raised such grievance during the course of their employment, subject always to paragraph 3.2.9. .
3.10 There may be occasions where this procedure needs to be modified to comply with the requirements of the Academy's Child Protection and Safeguarding Policies, for example, by allowing the Local Authority Designated Officer to offer advice to the Governing Board at appropriate stages.
3.11 In this policy "working day" means any day on which you would ordinarily work if you were a full-time employee. In other words, it will be different for teaching and nonteaching staff but will not be different based on whether an employee is full-time or part-time.

4. Informal Resolution

4.1 Before raising a formal grievance under this procedure, you should try to resolve the matter informally either through your line manager or, where possible, with the other party.

5. Resolution Managers

5.1 The Resolution Manager should, where possible, be someone not personally involved in the matter, which is the subject of the grievance and will be appointed in accordance with the table below depending on the subject matter of the grievance:

Your grievance relates to	**Stage 1 Resolution Manager**	**Stage 2 Resolution Manager**
Pupils, parents or staff (other than the Headteacher)	The Headteacher	Chair or another non-staff Director/Governor nominated by the Chair
The Headteacher	CEO	Directors'/Governors' Appeal Panel appointed by the Vice Chair
A Director/Governor or Directors/Governors (other than the Chair of Governors of the Trust Board)	CEO	Directors'/Governors' Chair of Local Governing Committee or Trust Board Panel appointed by the Vice-Chair (or the Clerk if the matter relates to the Vice Chair)

The Chair of Governors or the Trust Board (or a group of Directors/Governors including the Chair)	The Vice Chair or another non-staff Director/Governor (other than the Chair) nominated by the Clerk	Directors'/Governors' Appeal Panel appointed by the Vice-Chair (or the Clerk if the matter relates to the Vice Chair)
The whole body of Directors/Governors	The whole body of Directors/Governors	A panel appointed by the Diocesan Schools Service

6. Powers Of Resolution Managers

6.1 As part of the resolution of a grievance raised under the formal procedure at Paragraph 7 below, a Resolution Manager will carry out an investigation into the allegations made by the employee in their Form GRP1 and/or GRP2 or because of anything discussed at a Stage 1 Resolution Meeting or a Stage 2 Resolution Meeting.

6.2 As part of the resolution of a grievance raised under the formal procedure at Paragraph 7 below, a Resolution Manager may, where he/she reasonably believes that such action will result in a partial or full resolution of the grievance:

6.2.1 Carry out request an independent investigation into the allegations made by the employee in their Form GRP1 and/or GRP2 or because of anything discussed at a Stage 1 Resolution Meeting or a Stage 2 Resolution Meeting. The Clerk will appoint the independent investigator within 5 working days of a request by the Resolution Manager;

6.2.2 Make a recommendation that the employee who has raised the grievance attend independent mediation with any other party who is the subject of the grievance;

6.2.3 Recommend any other reasonable course of action.

6.3 Nothing in this Paragraph 6 shall prejudice the Academy's general right to deal with grievances with the assistance specified in Paragraph 13.

7. Formal Grievance

<u>Stage 1</u>

7.1 If you have not been able to resolve a problem through informal discussions in accordance with Paragraph 2, you must use Form GRP1 (available as an appendix to this policy) and submit it to the Clerk.

7.2 The Clerk will formally appoint a Stage 1 Resolution Manager following the guidance in Paragraph 5 above.

7.3 The Stage 1 Resolution Manager will arrange to meet with you as soon as possible to discuss your grievance. This meeting is a Stage 1 Resolution Meeting and will normally be held within 10 working days of the Stage 1 Resolution Manager receiving your completed Form GRP1 from the Clerk

7.4 The Stage 1 Resolution Manager will adjourn the meeting. The Stage 1 Resolution Manager will normally confirm the outcome of the Stage 1 Resolution Meeting in writing to you within 5 working days of the date of the Stage 1 Resolution Meeting ("the Stage 1 Resolution Letter"). However further time may be needed to collect evidence from witnesses and/or complainees.

Stage 2

7.5 In the event that you are not satisfied with the outcome of the Stage 1 Resolution Meeting as set out in the Stage 1 Resolution Letter, you can appeal by sending a completed Form GRP2 (available as an appendix to this policy and on the Academy's Intranet) to the Clerk within 5 working days of the Stage 1 Resolution Letter being sent to you.

7.6 The Clerk will formally appoint a Stage 2 Resolution Manager (who will not be the Stage 1 Resolution Manager) following the guidance in Paragraph 5 above.

7.7 The Stage 2 Resolution Manager will arrange to meet with you as soon as possible to discuss your appeal. This meeting is a Stage 2 Resolution Meeting and it will normally be held within 10 working days of receiving your completed Form GRP2 from the Clerk.

7.8 The Stage 2 Resolution Manager will adjourn the meeting. The Stage 2 Resolution Manager will confirm the outcome of the Stage 2 Resolution Meeting in writing to you within 5 working days of the date of the Stage 2 Resolution Meeting ("the Stage 2 Resolution Letter"). The decision of the Stage 2 Resolution Manager is final and there will be no further right of appeal.

8. Directors'/Governors' Appeal Panel

8.1 The Directors'/Governors' Grievance or Appeal Panel shall comprise two or three non-staff

8.2 Directors/Governors not previously involved in the matter and shall not comprise the Chair or Vice Chair unless there are insufficient numbers of non-staff Directors/Governors not previously involved in the matter, in which case the Chair and/or Vice-Chair may be appointed to a Directors'/Governors' Appeal Panel.

8.3 In the event that there are insufficient numbers of Directors/Governors available to participate in a Directors'/Governors' Grievance or Appeal Panel, the Academy Trust Company may appoint independent governors from within the MAT to participate in the appropriate Directors'/Governors' Grievance or Appeal Panel on the recommendation of the Diocesan Schools Service.

9. Companion

9.1 If you are an employee and have presented a completed Form GRP1 a Companion may accompany you at any meetings under this policy.

9.2 You must let the relevant Resolution Manager know who your Companion will be at least one working day before the relevant Resolution Meeting.

9.3 If you have any particular reasonable need, for example, because you have a disability, a suitable helper may also accompany you.

9.4 Your Companion can address the Resolution Meeting in order to:
- 9.4.1 put your case;
- 9.4.2 sum up your case;
- 9.4.3 respond on your behalf to any view expressed at the Resolution Meeting;
- 9.4.4 ask questions on your behalf.

9.5 Your Companion can also confer with you during the meeting.

9.6 Your Companion has no right to:
- 9.6.1 answer questions on your behalf;
- 9.6.2 address the meeting if you do not wish it;
- 9.6.3 prevent you from explaining your case.

9.7 Where you have identified your Companion and they have confirmed in writing to the relevant Resolution Manager that they cannot attend the date or time set for the Resolution Meeting, the relevant Resolution Manager will postpone the Resolution Meeting for no more than five working days from the date set by the Academy to a date or time agreed with your Companion provided that it is reasonable in all the circumstances. Should your Companion subsequently be unable to attend the rearranged Resolution Meeting, the Resolution Meeting may be held in their absence or written representations will be accepted.

10. Confidentiality And Transparency

10.1 Proceedings and records of any grievance will be kept as confidential as possible but you must appreciate that circumstances can mean that grievances cannot always be dealt with on an entirely confidential basis.

10.2 A grievance you raise could result in the instigation of disciplinary action in respect of another employee and, to protect the confidentiality of that process, the Academy may not be able to inform you of the fact of the disciplinary process or of the disciplinary action which has been taken as a result of your grievance, if any.

10.3 You should not disclose the fact or content of any grievance to any employee or third party without the express consent of the Resolution Manager (except that you are allowed to approach a prospective Companion). Failure to comply with this clause may render you liable to disciplinary action under the Academy's Disciplinary Policy and Procedure.

10.4 At the conclusion of your grievance, and after any related disciplinary or other processes have been completed, a report will be presented to the non-staff Directors/Governors at a full meeting of the Governing Board as a confidential item.

11. Timing Of Meetings

11.1 Meetings under this procedure may:
- 11.1.1 need to be held when you were timetabled to teach;
- 11.1.2 exceptionally be held during planning, preparation and administration time if this does not impact on lesson preparation;
- 11.1.3 be held after the end of the school day;
- 11.1.4 not be held on days on which you would not ordinarily work;

11.1.5 be extended by agreement between the parties if the time limits cannot be met for any justifiable reason.

12. Venue For Resolution Meetings

12.1. If your grievance raises sensitive issues, the relevant Resolution Manager may hold the meeting off the Academy site.

13. Assistance

13.1 Where a formal grievance relates to a matter concerning the religious character of the Academy, your completed Form GRP1 and any other relevant information will be sent by the Academy to the Diocesan Schools Commission who may appoint an adviser to assist the Academy in responding to your grievance.

13.2 In all cases, the Academy may seek assistance from the Diocesan Schools Service.

14. The Role of Mediation

14.1 In seeking to resolve a grievance, it may sometimes be appropriate for mediation to be considered, depending on the nature of the grievance. A third-party mediator may be asked to discuss the issues with those involved and seek to facilitate a resolution. Mediation will only be used where all parties involved in the grievance have agreed to it.

15. Ill Health Absence

15.1 The Bosco Catholic Education Trust aims through this procedure to deal with all grievances with the minimum of delay, in the best interests of all parties. The ill-health absence of an employee during the procedure will not result in any delay to convening meetings or appeals beyond what is reasonable in the circumstances. One attempt to reschedule a grievance meeting or appeal will be made where ill-health absence intervenes and it should be explained to the employee that if they are still unable to attend on the rescheduled date the relevant manager/governor(s) will either:

15.1.1 Proceed to investigate the grievance (or consider the appeal) without meeting with the employee first, in which case the employee will be offered the option of making a written submission or asking their companion to attend the rescheduled meeting on their behalf, or,

15.1.2 Where it is not practical to proceed with investigating the grievance or hearing the appeal without further clarification from the employee, inform the employee that the grievance will not be pursued further at this time due to the employee's absence.

15.2 Absence which appears to have been triggered by the grievance itself will usually be referred immediately to Occupational Health to obtain advice. If the absence becomes long term then then this will be dealt with in accordance with the Attendance Management Policy.

16. False, Vexatious Or Malicious Grievances

16.1 The Trust expects all staff to act with honest intent when raising a grievance and will treat all genuine grievances seriously. In order for a concern to be duly treated as a grievance, employees are expected to demonstrate that they have a substantive complaint, even if this may have arisen from a genuine misunderstanding of the matter in question. Repeated grievances which replicate the same matters already addressed under the procedure will not be reconsidered unless new evidence has come to light with justifies reopening the grievance. Making a false, vexatious or malicious grievance under this procedure is a serious disciplinary offence, which could result in dismissal for gross misconduct.

17. Protection from Victimisation

17.1 This Grievance Policy and Procedure allows staff to seek to resolve grievances without fear of reprisals, victimisation or disadvantage.

18. Data Protection

18.1 The Bosco Catholic Education Trust processes personal data collected during informal complaints and the formal grievance procedure in accordance with its data protection policy. The CEO, Headteacher, governors and any other manager involved with the operation of this procedure will ensure that any information relating to an employee's grievance is held securely, accessed by and disclosed only to those who have a direct involvement in dealing with or responding to the grievance, except in cases where disclosure may be a legal obligation or where there is a reporting duty to the local authority or other outside agencies.

18.2 In order to investigate a complaint or concern thoroughly, it will often be necessary to speak to members of staff or other people associated with the Academy. Disclosure to individuals will be based on what they need to know in order to contribute effectively to the investigation, emphasising the need for strict confidentiality. If in doubt, the investigating manager will clarify with the employee what details will be disclosed in advance.

18.3 Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the Bosco disciplinary procedure.

19. Public Interest Disclosure/Whistleblowing

19. 1 You should be aware that a grievance may, in certain cases, amount to a protected disclosure under the Employment Rights Act (please see the Academy's Public Interest Disclosure Policy and Procedure for further details). You will not be allowed to raise the same matter under both policies. This policy is discretionary and does not confer any contractual rights.

Staff Grievance
Form GRP1

Submitted by	**Name:**	
	Job Title:	

1. I wish to formally complain about the behaviour, conduct or decisions of:

- ☐ Parents
- ☐ Pupils
- ☐ Staff (other than the Headteacher)
- ☐ Headteacher
- ☐ A Governor or Governors (other than the Chair)
- ☐ The Chair of Governors (or a group of Governors including the Chair)
- ☐ The Governors as a whole

2. The details of my complaint are *(where possible please identify dates, times and names)*:

3.	**EITHER** I have attempted to resolve my grievance informally by (please detail your attempts at informal resolution) **OR** I have not attempted to resolve this matter informally because (*delete where appropriate*):
4.	In considering my grievance, I ask you to consider speaking to the following:
5.	In considering my grievance, I ask you to look at the following attached documents:
6.	In considering my grievance, I ask you to look for the following documents:

7.	The outcome I am seeking to resolve this grievance is:
8.	During the period in which you investigate my grievance, I would like you to consider taking the following steps (if any):
9.	My grievance does/does not* include a complaint that I am subject to discrimination, bullying or harassment (if necessary, provide relevant information).
10.	My grievance does/does not* include a complaint that raises a child protection issue (if necessary, provide relevant information).
11.	I will/will not* need special help at my Resolution Meeting (if necessary, provide relevant information).
12.	My companion at the Stage 1 Resolution Meeting will be:

13. My companion cannot attend a Resolution Meeting on the following dates/times:
    -
    -
    -

*I have read the **Grievance Resolution Policy** and am aware that false, malicious or vexatious grievances may result in disciplinary action against me for gross misconduct. I am aware that this Form GRP1 may be forwarded to the Diocesan Schools Commission and/or to the Designated Person for Child Protection (as appropriate). I am aware that a report on the outcome of this grievance will be submitted to the Governors.*

Signed:	
Print name:	
Date:	

OFFICE USE ONLY
Received by Clerk to Governors on:
Stage 1 Resolution Manager:
Received by Stage 1 Resolution Manager:
Resolution Meeting held:
Refer to DSC: YES/NO
Refer to Designated Person CP: YES/NO

** delete as appropriate*

Staff Grievance
FORM GRP2

Submitted by	**Name:**	
	Job Title:	
Stage 1 Resolution Manager:		

1. I wish to formally appeal against the Stage 1 Resolution Manager's decision.
   I attach:

   ☐ A copy of my Form GRP1

   ☐ The Stage 1 Resolution Letter

2. I disagree with the Stage 1 Resolution Letter because:
3. I will/will not* need special help at the Stage 2 Resolution Meeting (if necessary, provide relevant information).

4. My companion at the Stage 2 Resolution Meeting will be:

5. My companion cannot attend a Resolution Meeting on the following dates/times:
   -
   -
   -

*I have read the **Grievance Resolution Policy** and am aware that false, malicious or vexatious grievances may result in disciplinary action against me for gross misconduct. I am aware that my GRP1 and this GRP2 may be forwarded to the Diocesan Schools Commission and/or to the Designated Person for Child Protection (as appropriate). I am aware that a report on the outcome of this grievance will be submitted to the Governors.*

Signed:

Print name:

Date:

OFFICE USE ONLY
Received by Clerk to Governors on:
Stage 2 Resolution Manager:
Received by Stage 2 Resolution Manager:
Resolution Meeting held:

** delete as appropriate*