



GRIEVANCE POLICY

1. INTRODUCTION

All employees have the contractual right to express a grievance.

1.1 Statement of Principles

All employees, managers and their staff, have a responsibility to maintain harmonious working relationships. Employees rightly have an expectation of fair treatment at work and Malden Oaks is committed to ensuring that employees are treated fairly and consistently in all matters relating to their employment. However, there may be occasions when employees feel that they have not been treated fairly and the purpose of this procedure is to deal with matters of perceived unfairness. The Management Committee recognise that unresolved grievances may damage and lead to a breakdown in harmonious relations. Accordingly the School is committed to ensuring that grievances are addressed and resolved promptly, and wherever possible at the lowest level, in order that effective working relationships are maintained.

1.2 Definition

A grievance is a complaint held by an employee, or a group of employees, about matters relating to their employment. A grievance will generally relate to perceived unfairness in the exercise of management discretion in applying the School's or the Councils policies. Examples could include, access to training, working conditions or working arrangements.

A grievance can be raised by one or more employees and in this procedure any reference to an employee applies equally to a group of employees.

A grievance must be capable of redress and therefore it must lie within the control of the school management to resolve. Therefore the procedure cannot relate to matters which are outside of the control of the Management Committee or the Council, for example:

- complaints about national collective agreements
- complaints relating to entitlements determined by statute

The Grievance Procedure will not be appropriate for addressing every employment problem which may arise. The Management Committee and the Authority have a range of employee



relations policies to ensure fair and consistent treatment and there are other formal procedures appropriate to particular issues, for example:

- Procedures for dealing with Conduct/Capability
- Procedures for Dealing with Racial or Sexual Harassment
- The recruitment Complaints Procedure
- The Job Evaluation Grading Appeals Procedure
- Procedures for dealing with Staffing Reductions

Accordingly the Grievance Procedure does not apply in the case of disciplinary and dismissal matters, or to any other matters which are covered by a separate procedure.

The Grievance Procedure is also not to be used as a mechanism for appealing against action taken under any other separate procedure as formal appeal mechanisms already exist within those procedures.

1.3 **Scope**

This procedure has been agreed between the LEA and the recognised professional associations and trade unions representing all employees in schools. The procedure takes account of current employment legislation, ACAS advice, the respective provisions of national conditions of service for teaching and non-teaching employees, and the LEA's Equal Opportunities Policy.

The procedure will apply to all employees of the school except those who are on probationary service or temporary or fixed term contracts of less than 6 months duration. For probationary or short-term employees any grievance will be dealt with outside this formal procedure although it will be addressed in the spirit of this procedure.

1.4 **Right of representation**

The Grievance Procedure gives a right for employees to be represented by a professional association or trade union, work colleague friend or other person of their choice at the formal stages of the procedure. This person is referred to within the procedure as the "employee's representative".

2.0 **RESPONSIBILITIES FOR THE CONDUCT OF THE PROCEDURE**



In the first instance a grievance should normally be addressed informally to the employee's immediate line manager who should be in the best position to deal with it.

The Headteacher should only become involved where the employee considers that the grievance has not been resolved by their immediate line manager, or where the Headteacher is the employee's immediate line manager.

Where the employee considers that the grievance has not been resolved by their immediate line manager the employee can refer the grievance to the Headteacher. Where the employee considers that the Headteacher has not resolved the grievance the employee can refer the grievance to a Governors Panel.

Where the Headteacher is the employee's immediate line manager and the employee considers that the grievance has not been resolved by the Headteacher the employee can refer the grievance to the Chair of the Management Committee. Where the employee considers that the grievance has not been resolved by the Chair of the Management Committee the employee can refer the grievance to a Management Committee Panel.

Where the Headteacher has a grievance and considers that it has not been resolved by the Chair of the Management Committee the Headteacher can refer the grievance to a Management Committee Panel. Where the Headteacher considers that the grievance has not been resolved by the Management Committee Panel the Headteacher can refer the grievance to the Management Committee's Appeals Panel.

GRIEVANCE	Headteacher is not the employees line manager	Headteacher is the employees line manager	Headteacher has grievance
INFORMAL	line manager tries to resolve	Headteacher tries to resolve	Chair of Management Committee tries to resolve
FORMAL STAGE 1 =	if line manager cannot resolve informally, refer to Headteacher	if Headteacher cannot resolve informally, refer to Chair of Governors	if Chair of Management Committee cannot resolve informally, refer to Governors Panel



FORMAL STAGE 2 =	if Headteacher cannot resolve refer to a Governors Panel	if Chair of Management Committee cannot resolve refer to Governors Panel	if Governors Panel cannot resolve refer to Management Committee's Appeals Panel
-------------------------	--	--	---

3. INFORMAL STAGE

If an employee considers that they have a grievance they should arrange to discuss the matter directly with their line manager. If, after discussion, it is necessary to further pursue the matter with their line manager the employee should seek the advice of a representative who may reopen the discussion with the line manager. In order to allow the grievance to be addressed at the earliest opportunity this must be dealt with by the employee's line manager within a reasonable timescale. At the informal stage an employee should receive a response from their line manager within 10 days of the initial discussion. It must be recognised however that some matters may require more than 10 days to investigate. If this is the case the employee should be informed within the 10 days following the initial discussion that because of the investigatory process a response may not be possible within the 10 day period.

The Headteacher should not be involved at this stage unless they are the employee's immediate line manager.

Where the Headteacher has a grievance this should initially be raised with the Chair of Management Committee.

4. FORMAL PROCEDURE

At this stage of the Procedure if this has not already been done, it would be normal to inform Schools Personnel Services of the grievance and to seek advice as necessary.

4.1 Stage 1: Referral of a grievance to the Headteacher

It is a fundamental principle of the Procedure that grievances should be addressed and wherever possible, resolved at the lowest level. It is anticipated that the majority of grievances should be capable of resolution at the informal stage without the necessity of recourse to the formal stage of the Procedure. However where the employee considers that the grievance remains unresolved at the informal stage the employee may formalise the grievance by completing the form at **Appendix A**.



The employee should set out the details of their grievance and why they consider it to be unresolved and attach any supporting papers where appropriate.

The employee should send the completed form and any supporting papers to the Headteacher with copies to his/her representative and their immediate line manager with whom the grievance was initially raised.

The Headteacher will request a written response to the Notification of Grievance from the line manager.

While it is unlikely to be practical for the formal grievance hearing to take place within 10 days of a formal grievance being registered, the arrangements for a formal hearing will normally be notified within that period. All parties shall have a responsibility to agree the earliest date possible for a formal hearing taking account of the availability of all those involved.

The Headteacher will make arrangements for a formal hearing to discuss the grievance. The Headteacher will write to both parties stating:

- the date, time and place of the hearing,
- that the hearing has been arranged in accordance with Stage 1 of the Schools Formal Grievance Procedure. A copy of the procedure for the conduct of the hearing will be sent to both parties,
- that the employee has the right to be represented and to support their case with written representation if they have not done so already.

The relevant documents will be made available to all those attending the hearing.

A recommended procedure for the conduct of the formal grievance hearing with the Headteacher is attached at **Appendix B**.

Group Grievances

Where there is more than one employee with the same grievance, as many of those employees as is practically possible may attend the hearing. However in order for the dialogue to be constructive and the hearing to be managed smoothly, it is recommended that a principal spokesperson is nominated to speak on the behalf of the employees with their representative as appropriate. The principal spokesperson would be able to refer to colleagues as necessary.



Where a number of employee's have the same grievance but have different representatives, in order for the dialogue to be constructive and the hearing to be managed smoothly, it is recommended that a principal spokesperson is nominated to speak on the behalf of the representatives. The principal spokesperson would be able to refer to other representatives as appropriate in order for them to make their members views known.

Outcome of the Hearing

The Headteacher will consider the matter on representations made at the hearing and on all the relevant evidence.

The Headteacher will also consider whether there are any implications arising from the issues discussed which require separate action and, if so, will put appropriate arrangements in place for these to be addressed.

Both sides will be informed of the outcome of the hearing in writing by the Headteacher within **10 days** of the decision being reached. A copy of the Headteacher's letter will also be sent to the employee's representative.

If, following notification of the outcome of the hearing, the employee considers that the grievance remains unresolved the employee may refer the grievance for further consideration by a Panel of Committee Members.

Where the Headteacher is the employee's immediate line manager the form should be sent to the Chair of Management Committee and the same procedural principles for a Stage 1 hearing will apply with the exception that where the procedure refers to Headteacher read Chair of Management Committee.

Following the consideration of a Headteacher's grievance by the Chair of Management Committee at the informal stage of the procedure and the grievance remains unresolved the Headteacher may formalise the grievance by completing the form at Appendix A. The procedure for the formal stages of a Headteacher's grievance is at Appendix D.

4.2 Stage 2: Hearing of Grievance by a Committee Panel

Where the employee considers that their grievance has not been resolved at Stage 1 of the Procedure the employee will have the right to have their grievance considered by a Committee members Panel.



The Members on the Panel must not have any previous detailed involvement or knowledge of the grievance. It is recommended that the Panel should consist of 3 Committee members. The Director of Education & Leisure Services nominated representative may be invited to attend to advise the Panel if required.

Stage 2 Procedure:

If the employee considers that their grievance has not been resolved at Stage 1 of the Procedure the employee should write to the Clerk of the Management Committee stating the grounds for the continued grievance.

This should be done within **10 days** of receiving the letter with the Headteacher's decision, or in the case of where their immediate line manager is the Headteacher the decision from the Chair of Management Committee.

The employee will also send to the Clerk of the Management Committee, any documents and/or statements relating to their grievance and a copy of the original Notice of Grievance form (**refer Appendix A**) which they sent to the Headteacher, or in the case where their immediate line manager is the Headteacher, which they sent to the Chair of Management Committee.

The Clerk will send a copy of the employee's letter with any documents and/or statements received to the Headteacher, or in the case where the employee's immediate line manager is the Headteacher, the Chair of Management Committee, and ask them to provide a written comment, on the employee's letter regarding the decision. On receipt of the Headteacher's or in the case where the employee's immediate line manager is the Headteacher, the Chair of Management Committee written comment, the Clerk to the Management Committee will send this to the employee who may wish to provide further written representation. If this is the case this should be sent to the Clerk in good time for it to be circulated to the Headteacher, or in the case of where the Headteacher is the employee's immediate line manager, the Chair of Management Committee and the Members Panel before the hearing.

Whilst it is unlikely to be practical for the Stage 2 formal grievance hearing to take place within 10 days of being registered, the arrangements for a formal hearing will normally be notified within that period. All parties shall have a responsibility to agree the earliest date possible for a formal hearing taking account of the availability of all those involved.

The Clerk to the Management Committee will arrange for the Grievance to be heard by a Members Panel. The Clerk will write to all parties stating:

- the date, time and place of the hearing



- that the hearing has been arranged in accordance with Stage 2 of the Schools Formal Grievance Procedure. A copy of the procedure for the conduct of the hearing will be sent to all parties.
- that the employee has the right to be represented and to support their case with any written representation if they have not done so already.
- the Clerk to the Management Committee will also enclose:
 - the letter from the employee stating that they considered the grievance had not been resolved at Stage 1 of the Procedure
 - any supporting papers
 - the written comment from the Headteacher or Chair of Management Committee,

The related documents will be available to all those attending the hearing.

Group Grievances

Where there is more than one employee with the same grievance, as many of those employees as is practically possible may attend the hearing. However in order for the dialogue to be constructive and the hearing to be managed smoothly, it is recommended that a principal spokesperson is nominated to speak on the behalf of the employees with their representative as appropriate. The principal spokesperson would be able to refer to colleagues as necessary. A recommended model procedure for the Members Panel hearing is set out at **Appendix C**.

Where a number of employee's have the same grievance but have different representatives, in order for the dialogue to be constructive and the hearing to be managed smoothly, it is recommended that a principal spokesperson is nominated to speak on the behalf of the representatives. The principal spokesperson would be able to refer to other representatives as appropriate in order for them to make their members views known.

Malden Oaks



Dukes Centre
Dukes Avenue
Kingston KT2 5QY

020 8547 6660

Outcome of the Hearing

The Members Panel will consider the matter on representations made at the hearing and on all the relevant evidence.

The Members Panel will also consider whether there are any implications arising from the issues discussed which require separate action and, if so, will put appropriate arrangements in place for these to be addressed.

Both sides will be informed of the outcome of the hearing in writing by the Clerk within **10 days** of the decision being reached. A copy of the Clerk to the Management Committee letter will also be sent to the employee's representative

Date agreed by the Finance/Personnel Committee:

Agreed date for Next Review :



APPENDIX A

NOTICE OF GRIEVANCE GUIDANCE FOR EMPLOYEES

INTRODUCTION

A grievance is a complaint held by an employee or several employees about a matter relating to their employment. Everyone has a right to express a grievance. The School's Grievance Procedure provides a framework within which managers and staff can work to achieve satisfactory solutions.

DEALING WITH A GRIEVANCE - INFORMALLY

- If you have a grievance, first discuss it with your line manager; in most cases this will be the person best able to deal with it.
- If you do not feel the problem is resolved, you may feel it necessary to approach your professional association or trade union representative for support in further discussions with your line manager.
- The School expects that the majority of grievances should be capable of resolution in this way, however,
- If your problem remains unresolved, you can register a formal grievance. This means that your complaint will be considered in a formal Grievance Hearing.

REGISTERING A GRIEVANCE - FORMALLY

- If you wish to register a formal grievance you should complete the form overleaf.
- In completing the form you should explain fully what your complaint is about; how your manager has responded so far and why you still consider the problem unresolved.
- Send the completed form to your line manager or the Clerk to the Management Committee if your line manager is the Headteacher, with a copy to your professional association or trade union if you are a member. Keep a copy for yourself.
- You will be notified normally within 10 days of receipt of your form and the arrangements for a formal hearing.



IMPORTANT NOTES

- Always discuss problems with your line manager in the first instance. This is part of the normal day to day employment relationship. **Please note that grievances cannot be considered under the formal Procedure unless there has been prior discussion on an informal basis.**
- The Grievance Procedure will not be the right approach to every problem. There are other School and Council Procedures specifically for dealing with a range of issues, for example Job Evaluation, Recruitment Complaints, Racial/Sexual Harassment. Advice can be obtained from Schools Personnel Services.
- Issues which are already the subject of discussion or action under other Procedures will not be considered under the Grievance Procedure.
- The Procedure cannot address matters which are outside the Councils control such as complaints about national agreements or legislation.



NOTICE OF GRIEVANCE

NAME..... POST/JOB TITLE.....

In accordance with the School’s Grievance Procedure, I/we* consider I/we* have a grievance which remains unresolved following informal discussions with my/our* immediate line manager/the Headteacher/Chair of Management Committee(name) which took place on.....(date).

My/Our* Professional Association/Trade Union representative(name) has been involved in the matter.

Note for employee:

This form must be sent to your Headteacher/Clerk to the Governors with a copy to your immediate line manager/Headteacher/Chair of Management Committee. A copy should be retained by you and/or your representative. Please also attach any supporting papers. If you are not a Professional Association/Trade Union member you may seek the help of a person of your choice to represent you if you wish.

Note to the Headteacher/Clerk to the Management Committee:

Employees should be notified of the arrangements for the grievance hearing within **10 days** of the formal grievance being registered.

DETAILS OF GRIEVANCE

In order for the Headteacher/Chair of Management Committee to respond, please provide details of discussions with your line manager, the response to date and the reasons why you still feel your problem is unresolved. Please continue on a separate sheet if necessary.

Malden Oaks



Dukes Centre
Dukes Avenue
Kingston KT2 5QY

020 8547 6660

A large rectangular box containing six horizontal dotted lines, intended for writing a grievance notice.

Signed Date
(Where more than one employee is party to the grievance please list names, signatures and date on a separate sheet and attach to the Notice of Grievance.)



APPENDIX B

RECOMMENDED PROCEDURE FOR A STAGE 1 FORMAL GRIEVANCE HEARING

1. GENERAL

Arrangements will need to be made for a full and proper record of the proceedings to be taken.

“Manager” means the employees immediate line manager to whom the grievance was first referred at the Informal Stage of this procedure.

Where the Headteacher is the employee’s immediate manager and the matter was not resolved at the informal stage of the grievance procedure the same procedural principals for a Stage 1 hearing will apply with the exception that where this procedure refers to “Headteacher” read Chair of Management Committee.

2. OPEN MEETING

Headteacher to make introductions and state purpose of the meeting (reference to Notice of Grievance).

3. PRESENTATION OF GRIEVANCE

Employee and/or his/her representative to present the grievance including the calling of any witnesses.

4. QUESTIONS TO THE EMPLOYEE

(i) Manager to question the employee and any witnesses presented.

(ii) Headteacher to question employee and any witnesses presented.

Witnesses should be called into the meeting at the appropriate time and leave after giving their evidence and after questioning as referred to in (i) and (ii) above.

5. MANAGER’S RESPONSE

The manager to present their response to the employee’s grievance including the calling of any witnesses.



6. QUESTIONS TO THE MANAGER

- (i) Employee and/or his/her representative to question the manager and any witnesses presented.
- (ii) The Headteacher to question the manager and any witnesses presented.

Witnesses should be called into the meeting at the appropriate time and leave after giving their evidence and after questioning as referred to in (i) and (ii) above.

7. EMPLOYEE'S CONCLUDING REMARKS

Employee and/or his/her representative to sum up and make any concluding remarks.

8. MANAGER'S CONCLUDING REMARKS

Manager to sum up and make any concluding remarks

9. EMPLOYEE AND HIS/HER REPRESENTATIVE AND THE MANAGER TO WITHDRAW

If exceptionally it is necessary to recall anyone for further questioning or clarification all parties who have withdrawn must be recalled together as questions to either side must be put in the presence of the other party.

10. HEADTEACHER'S DECISION

The employee and his/her representative and the manager to rejoin the meeting for the decision of the Headteacher. This will normally be given orally but in exceptional cases may be given in writing following the meeting.

11. WRITTEN CONFIRMATION

The Headteacher will inform the employee of the decision in writing, with a copy to his/her representative within **10 days** of making the decision.



APPENDIX C

**RECOMMENDED PROCEDURE
FOR A STAGE 2 GOVERNORS' GRIEVANCE HEARING**

1. GENERAL

The Clerk to the Management Committee will make a full and proper record of the hearing.

This stage will apply where there has been no resolution to the employees grievance under Stage 1 of the procedure.

2. APPOINTMENT OF CHAIRPERSON

A Chair for the Panel must be appointed.

3. OPEN THE HEARING

The Chair to make introductions and confirm the hearing is convened in accordance with the School's approved Grievance Procedure and is to consider either:

- (i) a grievance which has been decided upon by the Headteacher under Stage 1 of the formal procedure but not resolved to the employee's satisfaction, or
- (ii) a grievance which has been decided upon by the Chair of Management Committee under the Stage 1 of the procedure but not resolved to the employee's satisfaction,

4. PRESENTATION OF THE GRIEVANCE

Employee and his/her representative to present the grievance including the calling of any witnesses.

5. QUESTIONS TO THE EMPLOYEE

- (i) Headteacher/Chair of Management Committee to question the employee and any witnesses presented.
- (ii) Panel to question employee and any witnesses presented.



Witnesses should be called into the meeting at the appropriate time and leave after giving their evidence and after questioning as referred to in (i) and (ii) above.

5. HEADTEACHER'S/CHAIR OF MANAGEMENT COMMITTEES RESPONSE

The Headteacher/Chair of Management Committee to present their response to the employee's grievance including the calling of any witnesses.

6. QUESTION'S TO THE HEADTEACHER/CHAIR OF MANAGEMENT COMMITTEE

- (i) Employee and/or his/her representative to question the Headteacher/Chair of Management Committee and any witnesses presented.
- (ii) Panel to question the Headteacher/Chair of Management Committee and any witnesses presented.

Witnesses should be called in to the meeting at the appropriate time and leave after giving their evidence and after questioning as referred to in (i) and (ii) above.

7. EMPLOYEE'S CONCLUDING REMARKS

Employee and/or his/her representative to sum up and make any concluding remarks.

8. HEADTEACHER'S/CHAIR OF GOVERNOR'S CONCLUDING REMARKS

Headteacher/Chair of Governor's to sum up and make any concluding remarks

9. EMPLOYEE HIS/HER REPRESENTATIVE AND THE HEADTEACHER/CHAIR OF MANAGEMENT COMMITTEE TO WITHDRAW

If it is necessary to recall anyone for further questioning or clarification all parties who have withdrawn must be recalled together as questions to either side must be put in the presence of the other party.

10. GOVERNORS PANEL'S DECISION

The employee and his/her representative and the Headteacher to rejoin the hearing for the decision of the Panel. This will normally be given orally but in exceptional cases may be given in writing following the hearing.

11. WRITTEN CONFIRMATION

Malden Oaks



Dukes Centre
Dukes Avenue
Kingston KT2 5QY

020 8547 6660

The Clerk to the Governors will confirm the decision of the Panel to the employee in writing, with a copy to his/her representative within **10 days** of making the decision.



FORMAL STAGES OF HEADTEACHER'S GRIEVANCE

APPENDIX D

Stage 1: Hearing of Headteacher's Grievance by a Governors Panel

Where the Headteacher considers that their grievance has not been resolved at the informal stage of the Procedure the Headteacher will have the right to have their grievance considered by a Governors Panel.

The Governors on the Panel must not have any previous detailed involvement or knowledge of the grievance. It is recommended that the Panel should consist of 3 Governors. The Director of Education & Leisure Services nominated representative may be invited to attend to advise the Panel if required. (For Voluntary Aided Schools, the representative of the appropriate Diocesan Board may also be invited to attend).

Stage 1 of the Procedure

If the Headteacher considers that their grievance has not been resolved at the informal stage of the Procedure the Headteacher may formalise the grievance by completing the form at **Appendix A**.

The Headteacher should set out the details of their grievance and why they consider it to be unresolved and attach any supporting papers where appropriate. The Headteacher should send the completed form and any supporting papers to the Clerk of the Management Committee with copies to his/her representative and the Chair of Management Committee with whom the grievance was initially raised.

The Clerk to the Governors will send the completed form and any supporting papers to the Chair of Management Committee and request a written response to the Notification of Grievance from the Chair of Management Committee.

Whilst it is unlikely to be practical for the Stage 1 formal grievance hearing to take place within 10 days of being registered, arrangements for a formal hearing will normally be notified within that period. All parties shall have a responsibility to agree the earliest date possible for a formal hearing taking account of the availability of all those involved.

The Clerk to the Management Committee will arrange for the Grievance to be heard by a Governors Panel. The Clerk will write to all parties stating:

- the date, time and place of the hearing

Malden Oaks



Dukes Centre
Dukes Avenue
Kingston KT2 5QY

020 8547 6660

- that the hearing has been arranged in accordance with Stage 1 of the Schools Formal Grievance Procedure. A copy of the procedure for the conduct of the hearing will be sent to all parties
- that the Headteacher has the right to be represented and to support their case with any written representation if they have not done so already
- the Clerk to the Governors will also enclose:
 - a copy of the completed Notice of Grievance form at Appendix A from the
 - Headteacher,
 - any supporting papers,
 - the written comment from the Chair of Management Committee.



These documents will be available to all those attending the hearing.

The procedure at Appendix C will be adapted for the conduct of the formal Stage 1 hearing.

Outcome of the Hearing

The Governors Panel will consider the matter on representations made at the hearing and on all the relevant evidence.

The Governors Panel will also consider whether there are any implications arising from the issues discussed which require separate action and, if so, will put appropriate arrangements in place for these to be addressed.

Both sides will be informed of the outcome of the hearing in writing by the Clerk to the Governors within **10 days** of the decision being reached. A copy of the Clerk to the Governors letter will also be sent to the Headteacher's representative.

Stage 2: Hearing of Headteacher's Grievance by Management Committee's Appeals Panel

Where the Headteacher considers that their grievance has not been resolved at Stage 1 of the Procedure the Headteacher will have the right to have their grievance considered by the Management Committee's Appeals Panel.

The Governors on the Appeals Panel must not have any previous detailed involvement or knowledge of the grievance. It is recommended that the Panel should consist of 3 Governors. The Director of Education & Leisure Services nominated representative may be invited to attend to advise the Panel if required. (For Voluntary Aided Schools, the representative of the appropriate Diocesan Board may also be invited to attend).

Stage 2 of the Procedure:

If the Headteacher considers that their grievance has not been resolved at Stage 1 of the Procedure the Headteacher should write to the Clerk of the Management Committee stating the grounds for the continued grievance.

This should be done within **10 days** of receiving the letter with the Governor Panels decision.

Malden Oaks



Dukes Centre
Dukes Avenue
Kingston KT2 5QY

020 8547 6660

The Headteacher will also send to the Clerk of the Management Committee, any documents and/or statements relating to their grievance and a copy of the original Notice of Grievance form (**refer Appendix A**) which they sent to the Clerk to the Governors to instigate the Stage 1 hearing.

The Clerk will send a copy of the Headteacher's letter with any documents and/or statements received to the Chair of Management Committee Panel which considered the Stage 1 grievance and ask them to provide a written comment on the Headteacher's letter.

The written comment will be made by the Chair of the Governor's Panel on behalf of the Governors who decided on the grievance at Stage 1 of the procedure.

On receipt of the Chair of the Governors Panel's written comment, the Clerk to the Governors will send this to the Headteacher who may wish to provide further written representation. If this is the case this should be sent to the Clerk in good time for it to be circulated to the Chair of the Governors Panel and the Governors sitting on the Appeals Panel before the hearing.



Whilst it is unlikely to be practical for the Stage 2 formal grievance hearing to take place within 10 days of being registered, arrangements for a formal hearing will normally be notified within that period. All parties shall have a responsibility to agree the earliest date possible for a formal hearing taking account of the availability of all those involved.

The Clerk to the Management Committee will arrange for the grievance to be heard by a Appeals Panel of Governors. The Clerk will write to all parties stating:

- the date, time and place of the hearing,
- that the hearing has been arranged in accordance with Stage 2 of the Schools Formal Grievance Procedure. A copy of the procedure for the conduct of the hearing will be sent to all parties,
- that the Headteacher has the right to be represented and to support their case with any written representation if they have not done so already,
- the Clerk to the Governors will also enclose:
 - the letter from the Headteacher stating that they considered the grievance, had not been resolved at Stage 1 of the Procedure,
 - any supporting papers,
 - the written comment from the Chair of the Governors Panel.

The related documents will be available to all those attending the hearing.

The procedure at Appendix C will be adapted for the conduct of the formal Stage 2 hearing.

Outcome of the Hearing

The Appeal Panel of Governors will consider the matter on representations made at the hearing and on all the relevant evidence.

The Appeal Panel of Governors will also consider whether there are any implications arising from the issues discussed which require separate action and, if so, will put appropriate arrangements in place for these to be addressed

Both sides will be informed of the outcome of the hearing in writing by the Clerk to the Governors within **10 days** of the decision being reached. A copy of the Clerk to the Governors letter will also be sent to the Headteacher's representative

Malden Oaks



Dukes Centre
Dukes Avenue
Kingston KT2 5QY

020 8547 6660