



The Dean Close Foundation

Independent, Co-educational, Day and Boarding School

Grievance Procedure – Administrative Staff (W017)

Registered Charity No: 1086829

Date of Issue: Jan 18

Review Date: Jan 19

Owner: HR Manager

THE DEAN CLOSE FOUNDATION

GRIEVANCE PROCEDURE – ADMINISTRATIVE STAFF

Introduction

1. This policy has been authorised by the Trustees of The Dean Close Foundation (the "Charity") for all of its schools, (the "School"). This policy will be reviewed periodically by the Bursar (or the Finance and General Purpose Committee) on behalf of the Board of Trustees. This Grievance Procedure is applicable to all Administrative Staff employed by The Dean Close Foundation and to staff employed by Dean Close Nurseries Limited and Dean Close Services Limited. It is intended only as a statement of the School's policy and it does not form part of the contract of employment or otherwise have contractual effect. Unless there has been written consent from the Employee, grievances will not be heard when a Teacher is absent due to illness. If an Employee has any questions or grievances relating to any aspects of their employment, they may seek redress in the following manner:

Informal Stage

- a. In the first instance the Employee should endeavour to resolve the matter by a direct, face to face, approach to the member of staff involved.
- b. If this approach is unsuccessful the Employee should refer the grievance, either orally or in writing, to the Bursar, and the matter will be discussed informally, normally within five working days of the grievance being raised.

Formal Stage

- c. If the grievance is not thereby resolved, or if the Employee considers that they have not been fairly treated, the Employee may apply in writing to the Bursar, and the matter will be dealt with as a formal grievance. The Employee should set out details of the grievance as clearly and fully as possible. If a specific outcome is sought this should also be stated in the letter.

Procedure (The Dean Close Foundation Schools)

2. When an Employee raises a formal grievance:
 - a. It will be investigated without undue delay. The School will, as soon as reasonably practicable, establish the facts and, where appropriate, obtain statements from any available witnesses. The person who investigates the matter, will, as soon as reasonably practicable, establish the facts and, where appropriate, obtain statements from any available witnesses.
 - b. The Employee will be invited to a grievance hearing with the Bursar (or, where the grievance concerns the Bursar, the matter will be dealt with by the Head of one of the other schools in the Foundation) to discuss the matter. The person who hears this stage of the grievance will **not** be the same person who undertook the investigatory stage.
- a.

- b. At the hearing the Employee may be accompanied by a colleague or trade union representative of their choice.
- c. Following the hearing the Employee will be informed in writing of the outcome and the reasons for such an outcome.
- d. Such response will be issued no later than ten days following the hearing. If, for any reason it is not possible to respond within this timescale the Employee will be given an explanation for the delay and will be told when they will receive a response.

Procedure (Dean Close Nurseries Limited)

- 3. When an Employee raises a formal grievance:
 - c. It will be investigated by the Area Manager (DCNL), Nursery Manager or other senior member of staff without undue delay. The person who investigates the matter, will, as soon as reasonably practicable, establish the facts and, where appropriate, obtain statements from any available witnesses.
 - d. The Employee will be invited to a hearing with the Bursar or Assistant Bursar (Estates) or Area Manager (DCNL) (or, where the grievance concerns the Bursar, Assistant Bursar (Estates) or the Area Manager (DCNL) a Trustee) to discuss the matter. The person who hears this stage of the grievance will **not** be the same person who undertook the investigatory stage.
 - e. At the hearing the Employee may be accompanied by a colleague or trade union representative of their choice.
 - f. Following the hearing the Employee will be informed in writing of the outcome and the reasons for such an outcome.
 - g. Such response will be issued no later than ten days following the hearing. If, for any reason it is not possible to respond within this timescale the Employee will be given an explanation for the delay and will be told when they will receive a response.

Appeal

- a. If the grievance is not resolved, or if the Employee considers that they have been unfairly treated, they may appeal by setting out their grounds in writing to the Warden within five working days of receipt of the written outcome.
- b. An appeal hearing will be convened with the Warden and two others, one of whom must be external and who may or may not be Trustees. The Employee shall be entitled to at least fourteen days written notice of the appeal hearing.
- c. The Employee may be accompanied at the appeal hearing by a colleague or trade union representative.

- a. Following the appeal hearing the Employee shall be advised in writing of the outcome, which shall be final.

Appeal (Dean Close Nurseries Limited)

4. If the grievance is not thereby resolved, or if the Employee considers that they have not been fairly treated, the Employee may appeal by setting out their grounds in writing to the HR Manager within five working days of receipt of the written decision. The HR Manager will then arrange for a panel of three senior members from The Dean Close Foundation and Dean Close Nurseries Limited (who have not been involved in the original hearing) and/or a Trustee to hear the appeal.
5. The Employee may be accompanied at the appeal hearing by a colleague or trade union representative.
6. Following the appeal hearing the Employee shall be advised in writing of the outcome, which shall be final.

Records

6. If an Employee raises a formal grievance, a record will be kept of the grievance, minutes of any hearing, the outcome, any action taken and the reasons for it. These records are confidential and will be retained on the Employee's personal file in accordance with the Data Protection Act.

Frivolous, vexatious or malicious grievances

- 7 If a grievance is judged to be frivolous, vexatious or malicious, disciplinary action may be taken against the complainant. Disciplinary action will not be taken if a complaint made in good faith is judged to be unfounded.

