



Resolution Policy Statement  
for all Schools

## **Section One - Resolution Policy Statement**

### **1. Introduction**

- 101 This policy statement and accompanying procedure have been developed for employees of the school who, in accordance with the Employment Rights Act 1996 and the Employment Act 2002, work under a contract of employment with Marden Bridge Middle School Governing Body.
- 102 This policy is not applicable where a collective dispute exists with a group of employees who wish to pursue a matter of shared dissatisfaction relating to their employment. In such circumstances the schools Group Dispute Policy & Procedure will apply where more than one employee raises the complaint or problem.
- 103 It is expected that the individual raising a grievance and any other individuals involved in the investigation of the grievance will, where appropriate and in accordance with this Policy Statement, maintain confidentiality and discretion.

### **2. Purpose & Scope**

- 201 This Resolution Policy Statement and accompanying Procedure have been developed with reference to the ACAS guide on Discipline & Grievances at work and are applicable where an individual employee raises a grievance in relation to the following:
- ❑ terms and conditions of employment
  - ❑ health and safety;
  - ❑ work relations;
  - ❑ bullying and harassment;
  - ❑ new working practices;
  - ❑ organisational change;
  - ❑ fair treatment/equal opportunities.
- 202 However, the Policy & Procedure does not cover;
- ❑ regrading/threshold applications and appeals/job evaluation appeals;
  - ❑ pay and allowances (set by relevant terms/conditions etc)
  - ❑ disciplinary or capability issues except in the following circumstances
    - The employee disagrees that the action taken was due to their conduct or capability; and/or
    - The employee considers the action taken as unlawful discrimination.

This list is not exhaustive and is intended to give an indication of the concerns that the grievance procedure may be able to assist in redressing.

### 3. Principles of Grievance Handling

- 301 The Governing Body recognises the importance of maintaining good working relationships, and it seeks to achieve a working environment in which problems can be discussed and informally resolved at an early stage, by encouraging open and honest communication.
- 302 All employees have the right to raise concerns relating to their employment with the School and for those concerns to be heard. This Policy Statement and accompanying Procedure will be followed to ensure that all grievances are dealt with in a fair, open and timely manner.
- 303 The Governing Body are therefore committed to following the principles set out below when considering decisions made under the grievance procedure. This will promote communication between the parties in an attempt to resolve any grievance at each and every stage.
- ❑ Ensure that appropriate support from the School Link HR Advisor is sought prior to implementing any Grievance Procedure.
  - ❑ It is expected that all parties will commit to and work towards resolution at all stages of the process.
  - ❑ Where informal resolution is not achieved, issues will be dealt with in a timely manner using the formal Grievance Procedure.
  - ❑ All parties entering into the Grievance Procedure are entrusted to act in good faith and in accordance with this policy statement.
  - ❑ The employee raising the grievance will be given the opportunity at each stage of the Grievance Procedure to fully explain their complaint/issue(s).
  - ❑ The employee raising the grievance will have the right at every stage of this procedure to be accompanied by a work colleague or trade union/professional association representative. In addition, the employee will have a right to be represented by a work colleague or their trade union/professional association representative at any subsequent grievance hearing or appeal.
  - ❑ Any investigation will ensure scrupulous attention to detail, careful documentation and transparency, as well as being sensitive of the needs of employees at each and every stage of the Grievance process.
  - ❑ Sharing of information provided by the employee submitting the grievance, to facilitate any investigation, will not normally occur without their prior approval.
  - ❑ Meetings must be conducted in a manner that enables individuals to explain their views.
  - ❑ Those responsible for hearing the grievance will be given access to appropriate support and any subsequent advice/guidance provided will be given due consideration.
  - ❑ All individuals investigating and/or hearing grievances (inclusive of appeals) in accordance with this Policy statement and accompanying procedure will be appropriately trained and/or supported by an HR Advisor throughout all stages of this procedure.
  - ❑ That no governor who may have a pecuniary or prejudicial interest in the outcome of

decisions relating to the application of this policy and accompanying procedure should investigate or hear such matters.

- This Policy statement and accompanying Procedure will be operated impartially, regardless of a person's gender or gender identity, marital status, full/part time/fixed term employment status, sexual orientation, race, language, ethnic or national origins, faith/religion/belief, disability, age, Trade Union/Professional Association membership or activity, together with any political view or affiliation.

#### **4. Reporting Procedures**

401 Where specific concerns have been validated through the schools grievance procedure any action points will be forwarded on to the Staffing Committee to monitor compliance within agreed timescales.

402 The full Governing Body have determined that they will receive an annual report on the number of formal grievances under this policy from the Headteacher.