Grievance Policy and Procedure

Approved by the Headteacher and Governing Body on 21.09.2026
Reviewed: 09.26
To be reviewed: 09.28

This policy is intended to set out the values, principles and procedures underpinning St Vincent's School's approach to staff grievances.

Policy

This procedure will apply in cases where an employee is aggrieved about an action taken by the Management Team, for issues other than conduct, performance or capability.

- Whenever possible, grievances should be resolved informally. Should it be necessary to proceed to a more formal stage, details of the complaint and initial response should be stated in writing.
- All grievances lodged will be dealt with as speedily as is reasonably practicable. Every effort will be made to deal with the complaint within ten working days and no later than 28.

Procedure

Stage 1

The formal stage

- You must set out details of the alleged grievance in writing to a manager who is not included in the grievance.

Stage 2

- The manager will invite you to a meeting
- A date for the hearing will be set which will be at a mutually convenient time and date. You must take all reasonable steps to attend.

- The manager will then consider all that is said and make a decision.
- The manager will explain their decision and reasons to you verbally. This will all be confirmed to you in writing.
- The manager will also tell you about your right of appeal against their decision and this too will be confirmed in writing

Stage 3

- If you wish to appeal you must do so in writing to the Headteacher within 5 working days of the decision.
- An appeal hearing will be heard by the Headteacher or, if the grievance is against the Principal, by a member or a panel of the Governing Body of St Vincent's School.
- The decision of the hearing will be given verbally to you and will also be confirmed in writing. This marks the end of the grievance process: there is no further right of appeal.