

**Objective and Scope**

The aim of this procedure is to achieve fair and equitable treatment for all employees of the school in relation to the management of grievances in the workplace.



The procedure applies to all employees of the school. This procedure does not form part of any employees' contract of employment.

Whilst this procedure recommends that employees submit a written notice of grievance in order to have the matter dealt with formally, (see appendix 1), a grievance can be expressed in other ways, such as face to face discussion or complaint, resignation letter or exit interview. It is important to deal with any potential grievances without delay, and take expert advice from your HR Adviser.

All parties need to understand that the outcomes of a grievance procedure may need to be justified before an employment tribunal or court. Decisions in the public courts have determined that a written complaint that falls within the scope of a grievance procedure should be dealt with using the grievance procedure, even where the complaint is not presented on any recommended Notice of Grievance.

**The procedure may be used for grievances:**

- between colleagues where there is no line management relationship;
- between an employee and management including the Headteacher or a Governor;

The procedure may be used for concerns relating to the employee's own work, contract of employment or working relationships with colleagues.

**The procedure may not be used for grievances regarding:**

- disciplinary action
- termination of employment
- Income Tax or pensions
- pay
- performance capability/performance appraisal or
- harassment and bullying

All of which are covered by separate procedures.

An employee cannot raise a grievance on the same grounds they have cited in an earlier appeal heard under any other policy. The Grievance Policy cannot be used to lodge a complaint about the outcome of any other formal procedure which has its own appeal process.

**2. Principles**

The grievance procedure is designed to help school, Headteachers, Deputy Heads, Director and staff to resolve individual or collective grievances by:

- affording the employee the opportunity of putting his/her case should they have a complaint which they are unable to resolve through regular communication with their line manager
- fostering good relationships between school management and staff by encouraging the speedy and effective resolution of grievances
- resolving grievances as near as possible to their point of origin in an atmosphere of trust and confidentiality

This procedure should be freely accessible to all staff, and a copy should be given to the parties at the outset of the formal stages.

### **3. Roles and Responsibilities**

By their nature, grievances are internal matters and may involve a number of people. It is not possible, nor desirable, given the emphasis upon dealing informally with grievances, to prescribe specific roles. However, the following broad guidelines may be helpful.

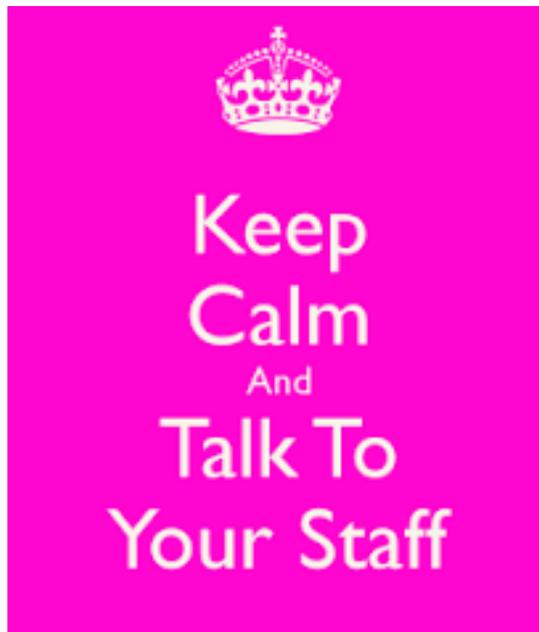
#### **3.1 The Headteacher**

The Headteacher, who may or may not be the subject of the grievance, will have a crucial role, together with the line-manager where appropriate, in achieving a resolution of the grievance at the Informal Stage.

#### **3.2 Director of the School**

If the Director of the school is approached about a grievance, it should refer it without detailed discussion to the Head Teacher, who will arrange a meeting under the formal stage, if it appears that all opportunities to resolve the matter informally have been exhausted.

Where the Headteacher is the subject of the grievance, the Director assumes the responsibilities of the Headteacher in arranging for the grievance to be considered.



## Appendix 1

### **EMPLOYEE'S NOTIFICATION OF GRIEVANCE**

This form should be used to submit a grievance in accordance with the formal Grievance Procedure, adopted by the Governing Body of your school.

You and, where appropriate your Professional Association/Trade Union representative should complete the form and hand it to your Headteacher, the person against whom the grievance is being brought and the Chair of Governors. You are advised to keep a copy.

1.

Name: .....

School: .....

Post held: .....

Department/Faculty: .....

2. Describe briefly:

a) The nature of your grievance.

b) When did you first raise your grievance, and with whom?

c) What action has been taken on your grievance at the informal stage?

3. Has your Professional Association/Trade Union representative been informed? YES/NO

If YES: (a) do you wish the representative to receive correspondence? YES/NO

(b) please identify the representative and where he/she may be contacted

Signed: ..... Date: .....

# Приложение 1

## **ИЗВЕЩЕНИЕ годовальных недовольства**

Эта форма должна быть использована для передачи жалобы в соответствии с официальной процедурой рассмотрения жалоб , которые были приняты Административным советом вашей школы .

Вы и , в соответствующих случаях к представителю профессиональной ассоциации / Профсоюз должен заполнить форму и передать ее вашему Headteacher , лицо, в отношении которого жалоба приносится и Председатель управляющих . Рекомендуется хранить копию .  
Prilozheniye 1

1.

Name: .....

School: .....

Post held: .....

Department/Faculty: .....

2. Кратко опишите :

а) характер вашей жалобы.

б) Когда вы впервые поднять вашу жалобу , и с кем?

с) Какие меры были приняты по вашей жалобе на неофициальном этапе ?

3. Имеет ваш представитель профессиональной ассоциации / Профсоюз был информирован ? ДА НЕТ

Если ДА : ( а ) вы хотите представителя получать корреспонденцию ? ДА НЕТ

( Б ) просьба указать представителя и где он / она может связаться

Signed: ..... Date: .....

## Appendix 2 – Guidance for Headteachers, Line Managers and Director

### Conducting a Grievance Meeting

- Hold the session in private, away from interruption
- Listen carefully to what the employee has to say
- Stay calm, especially during any more emotional moments
- Find out precisely what the grievance is about, i.e. don't concentrate solely on the facts; try to understand the feelings behind them
- Ask open questions (i.e. questions that can't be answered with a simple 'yes' or 'no')
- Carefully summarise what the employee has said
- Look for solutions
- Once feelings have cooled down – and it is possible that all the person wanted to do was to let off steam – begin to look for constructive solutions to the problem by:
  - a. encouraging the person to suggest constructive solutions;
  - b. making your own suggestions to solve the problem;
  - c. seeking an adjournment if necessary;
  - d. thinking carefully before taking a decision;
  - e. considering whether or not the issue should go to the Headteacher (if the meeting is being conducted by a line manager);
  - f. accepting that it may not be possible to satisfy everything the employee wants.
- Follow up the session by writing a summary of the key points and the agreed actions to the employee and, subsequently, by checking that actions promised (if any) actually took place.

### Record keeping

At any interview at the informal stage or any hearing at the formal stage, the Hearing Manager or the Chair of the Panel (as appropriate) will be responsible for ensuring that, as a minimum, a written record of the main points and of any actions that are agreed or determined is kept.

The Hearing Manager or Chair of the Panel (as appropriate) should ensure that a note-taker attend the hearing in order to record the main points and actions.

All written records are confidential to the parties involved and will be held securely in confidential files.

### Frequently Asked Questions - For Employees on How to Raise a Grievance

#### What is a grievance?

Anyone working in a school may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about with management. Examples of a grievance include (but are not limited to): conditions of employment, health or safety, relationships at work and new working practices. If you are a member of a Trade Union or Professional Association, you should seek advice from your representative at the earliest stage some concerns are dealt with through different procedures, and you need to check section 2.3 of this procedure before setting out on a formal procedure.

#### What should I do if I have a grievance?

Always try to resolve the grievance at source, if necessary by talking it through with your line manager. This allows for problems to be resolved quickly and normal working relationships to resume.

**What is the informal process for handling a grievance?**

Talk to your line manager at one of your regular one-to-one meetings or, if such a meeting is a long way off, by requesting a special meeting for this purpose.

**What information should I include in the Notice of Grievance?**

- What the grievance is about. (Be clear and specific)
- Who is involved and when
- Why the grievance has not been resolved at an earlier stage
- How you think the grievance can be resolved

**What happens once I have submitted notice of a formal grievance?**

A meeting will be arranged at which you have the opportunity to set out your grievance. This is the formal stage of the procedure. All parties may be accompanied or represented by their Professional Association representative or by a work colleague and no one else. The Director's Secretary will inform you what the outcome is.

**What happens if I don't like the outcome of this meeting?**

The job of the Hearing Manager (Head Teacher) at a formal meeting is to reach a conclusion that is fair and equitable to all sides. If either party feels that the outcome is not fair, then an appeal meeting before the Director can be requested. The decision of the Director at this stage is final: but if either party still feels unsatisfied with the decision then it will be resolved according to Uzbek law.

## Grievance / Complaint Procedure Flow Chart

