

GRIEVANCE PROCEDURE

Last Updated: Feb-2017

Principles

1. It is the Spring Educational Society's policy to ensure that a staff member with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible. Before that procedure is conducted, the Spring Educational Society requests that an attempt is made to first resolve the matter via an informal meeting with the general manager. The staff member with the grievance is requested to ask for a meeting with the general manager explaining that it relates to a grievance and to communicate his/her grievance to the general manager at this meeting.
2. If that fails, the following grievance procedure should apply. Accordingly:
 - Each step must be followed through without unreasonable delay.
 - Both staff member and the general manager must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
 - Meetings will be at a reasonable time and location.
 - All relevant information will be provided to both general manager and staff member in advance of any meeting under the procedure.
 - Staff member has the right to be accompanied by a colleague at the meetings at step 2 and step 3.
 - The appeal meeting at step 3 will, where possible, be chaired by a manager more senior than the manager who took the decision at step 2, or by a Trustee.
 - If the staff member or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
 - Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
 - After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

Procedure Details

3. If a staff member has a grievance about his/her employment or work they should discuss this informally with either their line manager or the general manager. It is hoped that the majority of concerns will be resolved at this stage.

Steps in the grievance procedure:

4. Step 1 - Written statement

If a staff member feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to their line manager. (In the event that the grievance is regarding their line manager then they should put their grievance in writing directly to the general manager.)

5. Step 2 - Meeting

The line manager will arrange to meet with the staff member and will aim to give them a written response within 5 working days.

6. Step 3 - Appeal

If the staff member is not satisfied with the response, they may put their grievance in writing to their manager's manager, or the general manager if there is no further senior manager. That individual will arrange to meet with the staff member and will give them a response within 5 working days. If this is not possible, he or she will inform the staff member of the reason for the delay and when they can expect a response.

7. Step 3 is the final stage of the procedure and there is no further right of appeal.