Grievance & Resolution Policy

Last Reviewed: September 2026

Next Review: September 2027

Cycle: Annual

Version: 3.0

Tel: 01709 914070 | Email: admin@stfranciscmat.com | www.stfcmat.com
Registered Office: The Old Grammar School, 13 Moorgate Road, Rotherham, S60 2EN

Changes to this Edition

Date	Version	Details of Changes
March 2025	1.0	First Edition – no changes
September 2025	2.0	Reformatted and included Section 16 – Monitoring and Review
September 2026	3.0	No Changes

Commitment to equality:

We are committed to providing a positive working environment. We have developed several key policies to ensure that the principles of Catholic Social Teaching in relation to human dignity and dignity in work become embedded into every aspect of Academy life and these policies are reviewed regularly in this regard.

This Grievance Resolution Policy and Procedure has been approved and adopted by St Francis Catholic Multi-Academy Trust for use in all its schools.

Definitions

In this Grievance Resolution Policy and Procedure, unless the context otherwise requires, the following expressions shall have the following meanings:

- 'School' means any Academy operated by St Francis Catholic Multi-Academy Trust and includes all sites upon which the Academy undertaking is, from time to time, being carried out.
- 'Board' means the board of Directors of the Trust.
- 'Chair' means the Chair of the Board as appointed from time to time.
- 'Companion' means a willing work colleague not involved in the subject matter of the grievance brought under this Grievance Resolution Policy and Procedure, or a trade union official, an accredited representative of a trade union or other professional association of which the employee is a member, who should be available for the periods of time necessary to meet the timescales under this Grievance Resolution Policy and Procedure.
- 'Diocesan Schools Commission' means the education service provided by the Diocese of Hallam, which may also be known, or referred to, as the Diocesan Education Service.
- 'Directors' means directors appointed to the Board from time to time.
- 'Headteacher' means the most senior teacher in the Academy who is also responsible for its management and administration.
- 'Resolution Manager 'means the Stage 1 Resolution Manager as the context requires, appointed in accordance with Section 3 to conduct the formal procedure set out at Section 5.
- 'Trust' means St Francis Catholic Multi-Academy Trust, which is the company responsible for the management of the Academy and, for all purposes, means the employer of staff at Schools and the central team.
- 'Working Day' means any day on which you would ordinarily work if you were a full-time employee. In other words, 'Working day' will apply differently to teaching and non-teaching

staff. However, part-time and full-time staff will not be treated differently for the purposes of implementing this Grievance Resolution Policy and Procedure.

1. Scope

1.1 This Grievance Resolution Policy and Procedure is available for you to raise any grievance that relates to your work or employment within the school, and you are an employee or worker contracted by the Trust to work at one of its Academy or within the central team, referred to as an "employee" or "you").

1.2 The Trust is committed to ensuring respect, objectivity, belief in the dignity of the individual, consistency of treatment and fairness in the operation of this policy.

1.3 This commitment extends to promoting equality of opportunity eliminating unlawful discrimination throughout the Academy community which includes all Schools in the Trust and the central team.

1.4 The procedure can be used to:

(a) Bring about a resolution to your work-related grievance unless the situation is listed at Section 1.4 below as falling within a separate procedure.

(b) To raise a grievance in relation to, (but not limited to), terms and conditions of employment, health and safety, work relationships, new working practices, working environment, organisational change.

(c) Where more than one member of staff has submitted a complaint relating to the same or substantially the same issue, the Trust/Academy may hear the complaints together in the interests of fair and consistent decision-making. The relevant trade union may initiate a collective complaint on behalf of more than one named staff member where the issues are the same. If the group of employees belong to more than one union, then they can be accompanied by a representative from each union to any grievance meeting. If a group of employees are not union members, they can raise a collective grievance and nominate two non-union staff spokespersons.

(d) To raise a grievance relating to the behaviour of a Trust employee that may be perceived by you as bullying, harassment (including sexual harassment), discrimination or victimisation reference should also be made to the Trust's Dignity and Mutual Respect Policy and advice sought from the Human Resources team to clarify the relevant policy.

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1.5 This procedure cannot be used to:

(a) complain about the use of any other procedure or process (e.g. disciplinary, absence and attendance, capability, restructuring/redundancy) in relation to you whilst that procedure is being followed, unless your complaint relates to the fair implementation of such procedure or process; each of these policies an appeal stage that should be used.

(b) complain about any matter that forms a collective grievance where the appropriate mechanism is for representations to be made by the appropriate staff/trade union representatives;

(c) complain about any matter which is the subject of a statutory consultation process unless your complaint relates to the fair implementation of such statutory consultation process;

(d) complain about matters which have been, or should have been, brought under a separate policy or procedure operated by the Trust, such as the Trust's Complaints Policy or Whistleblowing Policy and Procedure. These policies can be found on https://stfcmat.com/policies/

(e) complain about matters which are more than three months old where the grievance has already been dealt with or is no longer relevant or live unless there are exceptional circumstances that have prevented the employee from raising the grievance in a timely manner.

(f) raise a safeguarding concern in relation to (a) child(ren) as any such concern should be reported immediately to the Designated Safeguarding Lead or to the Local Authority Designated Officer or other appropriate authority as specified in the Trust's Safeguarding Policy.

1.6 An employee is entitled to have access, by arrangement, to their staff file and to request the deletion of time-expired records in line with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1.7 The Trust delegates its authority in the manner set out in this policy.

1.8 The primary purpose of this procedure is to resolve current grievances.

1.9 The primary purpose is not to make findings of fact on historical matters (though this may be required to resolve some grievances).

1.10 The Trust's focus will, always, be on the remedial steps required to resolve a grievance.

1.11 The Trust does not speak of grievances being "against" any person but rather of grievances "relating" to a particular person.
1.12 The Trust shall seek to resolve any grievance raised by an employee during their notice period and/or garden leave period, using this policy. There may be occasions where this procedure needs to be modified to comply with the requirements of the Trust's Child Protection and Safeguarding Policies, for example, by allowing the Local Authority Designated Officer to offer advice to the Trust at appropriate stages, or where an employee has a disability which means that reasonable adjustments need to be made to this procedure. Where the Trust's Child Protection and Safeguarding Policies are initiated this Grievance Policy and Procedure may be suspended until such time as the Trust determines, at its discretion, that it is appropriate to resume it. All procedural modifications will be discussed with the employee.

1.13 Subject to Sections 1.4(a) and (b), there may be occasions when an employee raises a grievance in connection with actions taken under the Trust's Disciplinary Policy and Procedure. This shall not lead to any automatic delay or pause in the conduct of any matters under the Trust's Disciplinary Policy and Procedure. A different manager will hear the grievance in accordance with the table in Section 3. The decision about the disciplinary procedure being paused whilst the grievance is heard will be made by the appropriate manager in the table at Section 3.

1.14 If for example, the impartiality of a named disciplinary investigator, disciplinary meeting manager or Appeal Manager is raised, to resolve this the Trust may substitute this person from elsewhere in the Trust or with an associate outside of the Trust. The substitute person will not have been involved in the matter previously and will be trained and sufficiently senior in their post, to fulfil the role that they are undertaking within the grievance process.

1.15 The final decision to suspend the Disciplinary Policy and Procedure or not, will be taken by the Headteacher or the CEO (as appropriate) and their decision shall be final.

2. INFORMAL RESOLUTION

2.1 The Trust encourages employees to resolve grievances informally wherever possible.

2.2 Before raising a formal grievance under this procedure, you should try to resolve the matter informally either through your line manager, Headteacher or, where possible, with the other party.

2.3 Where there is scope to reach a resolution informally, options will be discussed with you, and you may wish to suggest other examples that may assist in reaching informal resolution.

2.4 Examples of informal resolution might include engaging in informal discussions with you; introducing team building sessions; offering team training; mediation sessions or other appropriate options e.g. recommending a policy or practice change, depending on the nature of the grievance. Where a grievance is raised informally, to reach a resolution, you will be asked to explain the outcome you are seeking.

2.5 Following an informal resolution meeting, you will be provided with a note of the meeting, and you will have an opportunity to provide written comments on the note of the meeting prior to it being included in your staff file.

2.6 If an employee does not feel that there is a reasonable prospect of resolving their grievance informally and/or if attempts to do so have been unsuccessful/it is serious, they may submit a formal grievance, using the form GRP1, at appendix 1.

3. GRIEVANCE RESOLUTION MANAGERS

3.1 The Grievance Manager/Appeal Manager will, unless in exceptional unavoidable circumstances, be someone not personally involved in the matter which is the subject of the grievance and will be appointed by the Trust in accordance with the table below, depending on the grievance subject matter:

Central Team

Employee	Informal Grievance Manager	Formal Stage 1 Grievance Resolution Meeting Manager	Formal Stage 2 Grievance Appeal Manager
Trust Officer / Central Team	Line Manager	CEO / or sufficiently senior member of staff appointed by the CEO	Member of the Trust Board
Executive Team	External Director from another CMAT / Diocese or similar public sector organisation	CEO / or sufficiently senior member of staff appointed by the Chair of the Trust Board	Member of the Trust Board
CEO	External Director from another CMAT / Diocese or similar public sector organisation	Member of the Trust Board	Member of the Trust Board

Academy Staff

Employee	Informal Grievance Manager	Formal Stage 1 Resolution Meeting Manager	Formal Stage 2 Grievance Appeal
Staff Member	SLT	Headteacher or sufficiently senior member of staff appointed by the CEO / Headteacher	Member of the Trust Executive Team
SLT	Headteacher	CEO or a sufficiently senior member of staff appointed by the CEO / Headteacher	Member of the Trust Executive Team
Headteacher	Member of the Executive Team	CEO / or a sufficiently senior member of staff appointed by the CEO	CEO / Member of the Trust Board

4. RESOLUTION MANAGER/APPEAL MANAGER RECOMMENDATIONS

4.1 As part of the resolution of a grievance raised under the formal procedure at Stage 1, Section 5 below, the Resolution Manager may, where they reasonably believe that such action will result in a partial or full resolution of the grievance:

(a) Request that an independent investigation be carried out into the grievance and any potential allegations made by the employee in their Form GRP1 and/or GRP2 (as described in Section 5 below) or arising from anything discussed at a Stage 1 Resolution Meeting or a Stage 2 Appeal Meeting. The Trust will appoint an independent investigator within 5 Working Days of a request by the Resolution Manager to do so; and may:

(b) Recommend that the employee who has raised the grievance attend independent mediation with any other party who is the subject of the grievance and is subject to agreement by all parties.

(c) Recommend any other reasonable course of action e.g. policy or working practice change.

Nothing in Section 4 shall prejudice the Trust's ability to manage grievances with the assistance specified in Section 12.

FORMAL GRIEVANCE

Stage 1 Resolution Meeting

5.1 If you have not been able to resolve your grievance informally in accordance with Section 2, you can complete form GRP1 (Appendix 1 to this Policy and Procedure and available on the Trusts website: https://stfcmat.com/policies/ and submit it to the relevant manager in the table within section 3. The responsible manager will acknowledge receipt of your completed GRP1 form, within 3 Working Days of receipt by this manager.

5.2 The Trust will appoint a Stage 1 Resolution Manager as identified in Section 3.

5.3 The Stage 1 Resolution Manager will arrange to meet with you to discuss your grievance. This meeting is a Stage 1 Resolution Meeting and will normally be held within 10 Working Days of the Stage 1 Resolution Manager receiving your completed GRP1. Form.

5.4 You will be informed of the date of the Stage 1 Resolution Meeting in writing. At the Stage 1 Resolution Meeting, the Stage 1 Resolution Manager will ask you to explain the nature of your grievance.

5.5 The Stage 1 Resolution Manager will then discuss the matter with you with a view to understanding how your grievance might be resolved. The Stage 1 Resolution Meeting may be adjourned if the Stage 1 Resolution Manager, at their discretion, decides that further investigation is required to resolve the grievance. If a Stage 1 Resolution Meeting is adjourned the reconvened meeting will be arranged once the investigation is complete, and you will be provided with at least 5 Working Days' notice in writing of the date of the reconvened meeting.

5.6 The Stage 1 Resolution Manager will confirm the outcome of the Stage 1 Resolution Meeting in writing to you within 5 Working Days of the date of the Stage 1 Resolution Meeting or any reconvened Stage 1 Resolution meeting ("the Stage 1 Resolution Letter"). The outcome of your grievance will be set out in the Stage 1 Resolution Letter as follows:

(a) your grievance is upheld, and you will be told what action will be taken; or
(b) your grievance is partially upheld, and you will be told what action will be taken and where any
(c) points within your grievance are not upheld, why or
your grievance is not upheld.

You will be provided with a copy of the notes from the Stage 1 Resolution Meeting with the Stage 1 Resolution Letter.

6. Stage 2 APPEAL Meeting

6.1 If you are not satisfied with the outcome of the Stage 1 Resolution Meeting as set out in the Stage 1 Resolution Letter, you can appeal by sending a completed Form GRP2 at Appendix 2 to this Policy and Procedure and available on the Trust's website: https://stfcmat.com/policies/ within 10 Working Days of the date of the Stage 1 Resolution Letter. The relevant manager within section 3 will acknowledge receipt of your Form GRP2 within 3 Working Days of receipt by them.

6.2 The Trust will appoint a Stage 2 Grievance Appeal Manager in accordance with Section 3.

6.3 The Stage 2 Appeal Manager will arrange to meet with you to discuss your appeal. This Appeal will normally be held within 10 Working Days of the Stage 2 Appeal Manager receiving your completed Form GRP2 from. You will be informed of the date of the Stage 2 Appeal Meeting in writing.

6.4 The Stage 2 Appeal Manager will confirm the outcome of the Stage 2 Appeal Meeting in writing to you within 5 Working Days of the date of the Appeal Meeting ("the Stage 2 Resolution Letter"). The decision of the Stage 2 Appeal Manager is final and there will be no further right of appeal. The outcome of your appeal will be set out in the Stage 2 Appeal Letter as follows:

(a) your appeal is upheld, and you will be told what action will be taken; or
(b) your appeal is not upheld or
(c) your appeal is partially upheld. The reasons why some points within your grievance appeal are not upheld will be explained in the Appeal Letter.
(d) you will be provided with a copy of the notes from the Stage 2 Appeal Meeting with the Stage 2 Appeal Resolution Letter.

7. GRIEVANCE APPEAL MANAGER

7.1 Grievance Appeals will be heard by a member of the Trust Executive Team or Trust Board in accordance with Section 3. The Appeal Manager will not have been previously involved in the grievance process.

8. COMPANION

8.1 You may be accompanied at any grievance meeting by a Companion who is a work colleague (not involved in the grievance) or Trade Union Representative (including any informal meetings).

8.2 You must tell the relevant grievance meeting Manager or Appeal Manager who your companion will be at least two Working Days before the relevant grievance Meeting or Appeal Meeting.

8.3 If you need any reasonable adjustments, for example, because you have a disability or where English isn't your first language, you may contact us to discuss your needs, before any stage in the process. You should contact your manager to make this request.

Your Companion can address the informal or formal grievance meetings to:

(a)put your case;
(b)sum up your case;
(c)respond on your behalf to any view expressed at the informal/formal grievance meeting; and ask questions on your behalf.
(d) confer with you during the meeting.

8.4 Your Companion is not permitted to:

(a)answer questions on your behalf;
(b)address the meeting if you do not wish them to; or
(c)prevent you from explaining your grievance.

8.5 Where you have identified your Companion and they have confirmed in writing to the relevant informal/formal grievance Manager or grievance Appeal Manager that they cannot attend the date or time set for the Meeting/Appeal, the meeting/Appeal will be postponed for a period of no more than five Working Days from the date set by the Academy/Academy or by mutual agreement to an alternative date and time agreed with your Companion. Should your Companion subsequently be unable to attend the rearranged informal/formal grievance Meeting/Appeal, the meeting/Appeal may be held in their absence. Alternatively, a written submission by you can be considered by the informal/formal grievance Manager/Appeal Manager at your request.

9. CONFIDENTIALITY AND TRANSPARENCY

9.1 Proceedings and records of any grievance will be confidential, but you need to be aware that circumstances can mean that grievances cannot always be entirely confidential but will be managed on an authorised basis.

9.2 Any grievance raised could result in the initiation of a disciplinary investigation of another employee(s) and, to protect the confidentiality of that process, the Trust will not be able to share the detail of the disciplinary process nor the outcome, that may be related to the grievance that you have raised.

9.3 The parties to the grievance and those involved in resolving it should not disclose the fact or content of any grievance to any employee or third party without the express consent of the appropriate grievance meeting Manager/Appeal Chair (except that you are permitted to approach a prospective Companion). The companion should agree to maintain confidentiality too. Failure to maintain confidentiality may result in you and/or your companion being subject to a disciplinary investigation.

10. TIMING OF MEETINGS

10.1 The aim is that meetings under this Procedure will be held at mutually convenient times but depending on the circumstances may:

(a) need to be held when you were timetabled to teach (if that is appropriate to your role);
(b) exceptionally be held during planning, preparation and administration time if this does not impact on lesson preparation (if this is appropriate to your role). If this time is used the equivalent PPA time will be provided at another time.
(c) exceptionally be held after the end of the Academy day;
(d) not be held on days on which you would not ordinarily work;
(e) be extended by agreement between the parties if the time limits cannot be met for any reasonable reason.

10.2 Where an employee is persistently unable or unwilling to attend a meeting without good cause the Grievance/Appeal Manager will decide based upon the evidence available.

11. VENUE FOR RESOLUTION MEETINGS

11.1 If your grievance raises sensitive issues, the relevant meeting/Appeal may be held at other Trust premises including a different Academy to where you work or the Trust's offices.
11.2 Grievance meetings/Appeals held under this policy may be held virtually by mutual agreement between both parties, for example as a reasonable adjustment.

12. ASSISTANCE

12.1 Where a formal grievance relates to a matter concerning the religious character of the Trust, your completed Form GRP1 and any other relevant information will be sent by the Trust to the Diocesan Schools Commission who may appoint an adviser to assist the Trust in responding to your grievance.

12.2 The Trust at its discretion may seek assistance from the Diocesan Schools Commission.

13. FALSE OR MALICIOUS GRIEVANCES

13.1 Making a false, vexatious or malicious grievance under this policy and procedure is a conduct matter and may be subject to a disciplinary investigation and lead to a possible disciplinary sanction up to and including dismissal. A grievance made in good faith and not upheld does not mean it was false, malicious or vexatious.

14. PUBLIC INTEREST DISCLOSURE/WHISTLEBLOWING

14.1 You should be aware that a grievance may, sometimes be a protected disclosure under the Employment Rights Act, see the Trust's Whistleblowing Policy for further details https://stfcmat.com/policies/

14.2 You will not be permitted to raise the same matter under both this policy and the Trust's Whistle Blowing Policy.

15. PROTECTION FROM VICTIMISATION

15.1 This Grievance Policy and Procedure enables staff to raise and resolve grievances without being treated less favourably or, victimised. If you perceive that you have been treated in this way,

you can contact a member of Leadership, HR or your trade union representative for advice and support. You should reference the Trust's Dignity and Mutual Respect Policy.

16. MONITORING AND REVIEW

This policy will be reviewed by the Trust on an **annual** basis; they will make any necessary changes and communicate these to all members of staff and relevant stakeholders.
The next scheduled review date for this policy is **July 2026**.

APPENDIX 1

FORM GRP1

Submitted by	**Name:**	
	Job Title:	
	Academy/School	

1. My grievance is about: *(where possible please identify dates, times and names)*:

2. **EITHER** I have attempted to resolve my grievance informally by (please detail your attempts at informal resolution) **OR** I have not attempted to resolve this matter informally because (*delete where appropriate*):
3. In considering my grievance, I ask you to consider speaking to the following:

4. In considering my grievance, I ask you to look at the following attached documents:

6. The outcome I am seeking to resolve this grievance is:
5. In considering my grievance, I ask you to look for the following documents:

7. During the period in which you investigate my grievance, I would like you to consider taking the following steps (if any):

8. My grievance does/does not* include a complaint that I am subject to discrimination, bullying or harassment (including sexual harassment), please refer to the Dignity and Mutual Respect Policy [*delete as appropriate].
9. My grievance does/does not* include a complaint that raises a child protection issue (if it does provide relevant information).

10. I will/will not* need assistance/reasonable adjustments at my Resolution Meeting (If adjustments are needed, please identify the support required).

11. My companion at the Stage 1 Resolution Meeting will be:

12. My companion cannot attend a Stage 1 Resolution Meeting on the following dates/times: • • •

I have read the Grievance Resolution Policy and Procedure and am submitting this grievance in good faith. The detail I have provided is true and accurate as far as reasonably practicable. I understand that false, malicious or vexatious grievances may result in a disciplinary investigation about my conduct and/or anyone else's involved and may result in disciplinary action, up to and including dismissal for gross misconduct.

I am aware that this GRP1 may be forwarded to the Diocesan Schools Commission and/or to the Designated Person for Child Protection (as appropriate). I am aware that a report on the outcome of this grievance will be submitted to the Trust Board.

Signed:	
Print name:	
Date:	

OFFICE USE ONLY

Received by [insert the sign posting]:

Stage 1 Resolution Manager:

Received by Stage 1 Resolution Manager:

Resolution Meeting held date:

Refer to DSC: YES/NO*

*delete as appropriate

Refer to Designated Person CP: YES/NO*

APPENDIX 2

FORM GRP2

Submitted by	**Name:**	
	Job Title:	
	Academy/School	
Stage 1 Resolution Manager:		

1. I wish to formally appeal against the Stage 1 Resolution Manager's decision.

I attach:

☐ A copy of my Form GRP1

☐ The Stage 1 Resolution Letter

2. I disagree with the Stage 1 Resolution Letter because:

3. I would like the Stage 2 Appeal Manager to:

4. I will/will not* need assistance/reasonable adjustments at the Stage 2 Grievance Appeal Meeting (if adjustments are needed please identify the support required).

5. My companion at the Stage 2 Grievance Appeal Meeting will be:

6. My companion cannot attend a Grievance Appeal Meeting on the following dates/times: • • •

I have read the Grievance Resolution Policy and Procedure and am submitting this grievance in good faith. The detail I have provided is true and accurate as far as reasonably practicable. I understand that false, malicious or vexatious grievances may result in a disciplinary investigation about my conduct and/or anyone else's involved, and may result in disciplinary action, up to and including dismissal for gross misconduct. **I am aware that my GRP1 and this GRP2 may be forwarded to the Diocesan Schools Commission and/or to the Designated Person for Child Protection (as appropriate). I am aware that a report on the outcome of this grievance will be submitted to the Trust Board.**	
Signed:	
Print name:	
Date:	

OFFICE USE ONLY Received by [insert sign posting] on: Stage 2 Chair: Stage 2 Panel: Received by Stage 2 Chair: Appeal Meeting date: