

Key points

- A grievance is a problem or concern that an employee has about their work, working conditions or relationships with colleagues
- Any grievance should be lodged by the employee promptly to allow accurate information to be obtained and a thorough investigation to be conducted
- SPTA recommends that a grievance is lodged preferably within 60 days of the last act giving rise to the complaint; where presented later than this, employees must be aware that this could hinder the investigation process and any resolution process
- Provision must be made for any reasonable adjustments to accommodate the needs of individuals attending any meetings / hearing throughout this policy
- The employee will have the right to appeal any decision made during the grievance procedure
- The employee has the right to be accompanied to any meeting within this policy by a trade union representative or work colleague
- Mediation is a voluntary process which can be requested by either party; this often leads to a speedier resolution and suspends the grievance procedure whilst this takes place
- Ensuring confidentiality throughout the process is vital in order to avoid jeopardising any investigation and potential action

Process overview

- Informal resolution
 - Employees should be encouraged to talk to the person 'causing' the grievance asap
 - Employees may talk to someone else if this is not possible (e.g. supervisor, manager)
- Formal resolution
 - Employee submits the details of the grievance using the appropriate form (or in writing if unable to obtain a form)
- Grievance Hearing
 - Hearing Officer (Principal / Senior Leader or delegate) will hear the employee's grievance
 - Hearing Officer may agree with a proposed resolution by the employee; decide on an alternative resolution or dismiss the grievance
 - The Hearing may be adjourned to request further information / evidence / witness statements and reconvened asap to deliver the outcome / decision
- Appeal
 - Ten working days from hearing date to lodge an appeal
 - Employee completes appeal section on appropriate form (or submits in writing)
 - Appeal panel consists of 2 SPTA Directors supported by SPTA HR
 - Possible outcomes are to uphold the appeal & implement resolution proposed by the aggrieved employee; uphold the appeal & implement an alternative resolution or to dismiss the appeal and accept the decision of the original hearing
- Modified grievance procedure
 - The aggrieved employee has submitted a formal grievance but subsequently unable to attend a hearing within a reasonable timescale
 - The aggrieved employee has left SPTA's employment
 - The aggrieved employee has a grievance against the Principal / Senior Leader
 - The aggrieved employee submitting the complaint specifically requests this procedure to be adopted
 - The modified procedure allows for the grievance procedure to be completed without the employee attending a hearing and is completed as a written process