



Penryn College

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Staff Grievance Procedure

Date approved:	July 2026
Date due to be renewed:	July 2029
Person responsible:	Headteacher
Published:	Staff Intranet, Staff Handbook, School Website



Policy Statement

Penryn College is committed to creating and maintaining a professional, respectful and supportive working environment in which employees feel valued and able to raise concerns without fear of disadvantage or victimisation. We recognise that workplace concerns may arise from time to time and we are committed to resolving these fairly, promptly and consistently. Wherever possible, concerns should be resolved informally. Where this is not possible, employees have the right to raise a formal grievance and have it considered in accordance with this policy.

This policy has been developed in line with the ACAS Code of Practice on Disciplinary and Grievance Procedures and recognises employees' rights to be accompanied by a trade union representative or work colleague at formal meetings.

Purpose

The purpose of this policy is to:

- Promote positive working relationships.
- Provide a clear process for resolving workplace concerns.
- Ensure grievances are handled fairly, consistently and without unreasonable delay.
- Encourage early and informal resolution wherever possible.
- Support dignity, respect and inclusion throughout the Trust.
- Ensure compliance with employment legislation and ACAS guidance.

Scope

This policy applies to all employees of Penryn College

A grievance may relate to:

- Terms and conditions of employment
- Working practices or workload
- Relationships at work
- Bullying or harassment.
- Discrimination
- Health and safety concerns
- Management actions or decisions
- Professional relationships
- Any matter affecting an employee's working life

This procedure does not apply to:

- Disciplinary matters
- Capability procedures
- Redundancy processes
- Pay progression appeals where separate procedures exist
- Whistleblowing concerns, which should be dealt with under Penryn College's Whistleblowing Policy

Guiding Principles

Penryn College will ensure that:

- All grievances are treated seriously and sensitively.
- Employees are treated fairly and with respect.
- Matters are dealt with as quickly as reasonably practicable.



- Appropriate investigations are undertaken before decisions are made.
- Confidentiality is maintained wherever possible.
- Employees are protected from victimisation for raising a genuine grievance.
- Employees have the right to representation by a recognised trade union representative or workplace colleague.

Penryn College is committed to providing a workplace where all employees are treated with dignity and respect. Bullying, harassment, discrimination, victimisation or intimidating behaviour will not be tolerated.

Examples may include:

- Offensive or inappropriate language
- Exclusion from workplace activities
- Humiliating or undermining behaviour
- Unreasonable criticism
- Intimidation or threats
- Discriminatory remarks or conduct
- Concerns relating to dignity at work may be raised using this Grievance Procedure

Informal Resolution

Most concerns are best resolved quickly and informally. Employees should normally discuss concerns with their line manager as soon as possible. Where the concern relates to the line manager, the employee may raise it with:

- The next level manager/ leader
- A member of the Senior Leadership Team
- Headteacher

Line managers/ leaders should seek to facilitate constructive discussions and mutually acceptable solutions wherever possible.

Mediation

Penryn College encourages the use of mediation where appropriate. Mediation may be particularly helpful where:

- Workplace relationships have broken down
- Communication difficulties exist
- A mutually agreed solution is sought

Mediation is voluntary and confidential. Participation in mediation does not remove an employee's right to proceed through the formal grievance procedure if the matter remains unresolved.

Formal Grievance Procedure

1. Raising a Formal Grievance

Where informal resolution has not been successful, or where the matter is sufficiently serious, the employee should submit a written grievance to the Headteacher (or to the Chair of Trustees where the grievance is regarding the Headteacher).

The written grievance should include:

- Details of the concern
- Relevant dates and individuals involved
- Any steps already taken to resolve issues informally
- The outcome sought



The grievance should normally be submitted within **20 school days** of the incident or most recent event giving rise to the concern.

The grievance will be acknowledged within **5 school days**.

2. Investigation and Grievance Meeting

The Headteacher will appoint a member of the Senior Leadership Team as investigating officer to investigate the grievance. The investigation may include:

- Meetings with relevant individuals
- Review of documents and correspondence
- Witness statements
- Collection of other relevant evidence

A grievance meeting will normally be convened within **10 school days** of receipt of the grievance.

The employee has the right to be accompanied by:

- A recognised trade union representative; or
- A workplace colleague.

Following the investigation and meeting, the investigating officer will determine an outcome.

3. Outcome

The outcome will normally be confirmed in writing within **5 working days** of the meeting.

The outcome letter will:

- Summarise the grievance.
- Detail findings.
- Explain reasons for decisions reached.
- Identify any actions to be taken.
- Explain the right of appeal.

Possible outcomes include:

- Grievance upheld.
- Grievance partially upheld.
- Grievance not upheld.
- Recommendation for mediation.
- Recommendation for management action.

Appeal Procedure

If the employee remains dissatisfied, they may appeal.

The appeal must:

- Be submitted in writing.
- State clearly the grounds for appeal.
- Be received within **10 working days** of the grievance outcome.

Grounds for appeal may include:

- New evidence.
- Procedural concerns.
- Evidence not previously considered.



Appeal Hearing

The appeal will be heard by a member of the Senior Leadership Team or panel who has had no previous involvement in the matter.

Where the grievance is regarding the Headteacher, a Trustee panel will hear the appeal.

The employee has the right to be accompanied by:

- A recognised trade union representative; or
- A work colleague.

The appeal hearing will normally take place within **20 working days** of receipt of the appeal.

Appeal Outcome

The decision will normally be confirmed within **5 working days** of the appeal hearing. **The appeal outcome is the final stage of this process**

Trade Union Representation

Employees have the right to:

- Seek advice from their trade union.
- Be accompanied at formal grievance meetings.
- Be accompanied at appeal hearings.

Penryn College values constructive partnership working with recognised trade unions and professional associations.

Confidentiality

All parties involved in a grievance must maintain appropriate confidentiality.

Information will only be shared where necessary to investigate and resolve the matter fairly.

A breach of confidentiality may itself be treated as a disciplinary matter.

Record Keeping

Penryn College will maintain records relating to grievances in accordance with:

- Data Protection legislation;
- UK GDPR requirements;
- The school's Records Management Policy.

Records will be retained securely and confidentially.

Monitoring and Review

Penryn College will monitor grievances to identify any recurring themes, organisational issues or wellbeing concerns. This policy will be reviewed every three years or sooner if legislation, employment guidance or organisational structures change.

Process workflow

