THAMESFIELD COLLEGE

CHANGING LIVES | CREATING FUTURES

Grievance Policy and Procedure

For implementation from September 2026

Prepared for Thamesfield College

THAMESFIELD COLLEGE

Grievance Policy and Procedure

Changing Lives | Creating Futures

Policy statement
Thamesfield College will provide a fair, prompt and accessible process through which employees can raise workplace concerns and seek a reasonable resolution.

Document control information

Policy name	Grievance Policy and Procedure
Policy number	0009
School	Thamesfield College
School type	Pupil Referral Unit
Employer	Surrey County Council
Policy owner	Headteacher
Approved by	Management Committee
Status	For approval
Version	1
Effective from	September 2026
Review period	Annual
Next review	September 2027
Publication	School website and staff handbook

Contents

1 Purpose and scope 4
2 Principles 4
3 Roles 4
4 Informal resolution 5
5 Formal grievance 5
6 Investigation and outcome 5
7 Appeal 5
8 Collective and former employee grievances 6
9 Interaction with other procedures 6
10 Additional arrangements 6
11 Approval monitoring and review 6

1 Purpose and scope

This policy applies to individual and collective concerns raised by Thamesfield employees about their work, working relationships or the application of employment arrangements. It is intended to resolve concerns fairly and as close as possible to where they arise.

Concerns about wrongdoing in the public interest should be raised under the Whistleblowing Policy. Appeals against disciplinary or capability decisions should use Policies 0007A or 0007B. Bullying, harassment, discrimination or victimisation may be raised as a grievance and may also require disciplinary investigation.

2 Principles

- Concerns will be taken seriously and addressed without unreasonable delay.
- Informal resolution will be encouraged where suitable, but serious concerns may proceed directly to the formal stage.
- The employee will be heard, may present relevant evidence and will be told the outcome and reasons.
- Formal grievance and appeal meetings carry the statutory right to be accompanied by an eligible trade union representative or workplace colleague.
- An investigator and decision-maker will be different people where this is needed for fairness or the seriousness of the matter.
- Reasonable adjustments and appropriate wellbeing support will be considered throughout.
- No employee will suffer retaliation for raising a grievance in good faith. Knowingly malicious allegations may be addressed under Policy 0007A after a fair investigation.

3 Roles

Role	Main responsibility
Employee	Raises the concern promptly, explains the facts and resolution sought, provides relevant information and engages with reasonable attempts to resolve it.
Line manager	Normally considers informal and formal grievances unless involved in the subject matter or otherwise unsuitable.
Headteacher	Ensures suitable managers are appointed and normally receives grievances that cannot appropriately be raised with the line manager.
Chair of Management Committee	Receives a grievance from the Headteacher or about the Headteacher and appoints suitable uninvolved Management Committee members or another appropriate person.
Investigator	Gathers relevant evidence impartially under written terms of reference and reports findings without deciding matters outside the remit.
Appeal chair or panel	Reviews the stated grounds independently and gives the final internal decision.

Clerk	Charlotte Pearson coordinates any Management Committee grievance or appeal arrangements and manages records securely.
HR adviser	Provides advice on route, fairness, equality, investigation and interaction with other employment procedures.

4 Informal resolution

Where reasonable, the employee should raise the concern with the person involved or their line manager promptly. Where the line manager is involved, the concern should be raised with the next senior manager or Headteacher. Concerns about the Headteacher go to the Chair of the Management Committee; a grievance by the Headteacher also goes to the Chair.

The manager will clarify the concern, relevant facts and the outcome sought, and may gather limited information or meet other people. Options may include clarification, management action, an apology, facilitated discussion, mediation, training or another practical remedy. Mediation is voluntary. A brief confidential record and the agreed outcome will be provided. If unresolved, the employee may raise a formal grievance.

5 Formal grievance

A formal grievance should be in writing and state that the formal procedure is being used. It should describe the concern, relevant dates and people, steps already taken, supporting documents and the resolution sought. Assistance or a reasonable adjustment will be provided where the employee has difficulty putting the grievance in writing.

The Headteacher, Chair or appointed manager will acknowledge the grievance and arrange a formal meeting without unreasonable delay, normally giving at least five working days' notice. The employee will be told who will hear the grievance, the meeting arrangements and the right to be accompanied. The meeting will clarify the issues, evidence and outcome sought and decide whether an investigation is required.

6 Investigation and outcome

Where investigation is required, written terms of reference will define the issues, scope, provisional timescale and reporting arrangements. The investigator will gather information that supports and contradicts the grievance, meet relevant people, check notes or statements and maintain confidentiality. The parties will be updated if the work takes longer than expected.

The decision-maker will consider the evidence and may reconvene the meeting where this is needed for a fair response. The outcome may uphold, partly uphold or not uphold each element. It will explain findings, reasons and any action that can properly be disclosed. The outcome will normally be confirmed within five working days of the final meeting or receipt of the investigation report and will explain the appeal right.

7 Appeal

The employee may appeal in writing within ten working days, stating the grounds and outcome sought. Grounds may include a material procedural defect, unreasonable finding, relevant new evidence or a remedy that does not reasonably address an upheld concern. An uninvolved person or panel of appropriate seniority will hear the appeal, normally with at least five working days' notice and the right to be accompanied. The decision may uphold, vary or overturn the original outcome and will normally be confirmed within five working days. It is final within this procedure.

8 Collective and former employee grievances

Employees sharing the same concern may submit a collective grievance and nominate representatives. The school will agree proportionate arrangements, which may include one meeting and outcome. Matters already subject to collective bargaining or consultation will remain within those arrangements.

A grievance raised before employment ends may continue where a useful outcome remains possible. A concern first raised after employment has ended will be considered at the school's discretion, taking account of seriousness, delay and any continuing legal, safeguarding or organisational duty.

9 Interaction with other procedures

A disagreement with a disciplinary or capability decision is addressed through the relevant hearing and appeal route. A complaint that Policy 0007A or 0007B is being applied discriminatorily, with bias or in another materially unfair way may be considered concurrently under this policy or may justify a temporary pause after HR advice. Unrelated procedures will normally continue in parallel.

Safeguarding concerns will be referred to the DSL and LADO where appropriate. Whistleblowing, dignity at work, absence management and other specialist procedures will be used where they provide the proper route. The employee will be told if the concern is transferred and why.

10 Additional arrangements

10.1 Equality wellbeing and attendance

The manager will ask about adjustments and relevant circumstances at the outset. Employee Assistance, Occupational Health and a stress risk assessment will be considered where relevant. If ill health affects attendance, the school will consider medical information, adjustments, written submissions and representation before deciding whether to postpone, proceed or pause.

10.2 Confidentiality records and recording

Information will be shared only where needed to resolve the grievance, meet safeguarding or legal duties or implement an outcome. Records will be stored securely under the retention schedule. Written notes will be taken. Audio or video recording requires prior agreement and may be permitted as a reasonable adjustment.

10.3 Companion availability

Where an eligible companion cannot attend a formal meeting, it will be postponed to a reasonable alternative proposed by the employee within five working days. Other requests will be considered fairly and without unnecessary delay.

11 Approval monitoring and review

The Management Committee approves this policy. The Headteacher will monitor themes, timescales, equality and outcomes without disclosing unnecessary personal information. The policy will be reviewed annually and earlier following a change in law, ACAS guidance, Surrey policy or evidence that it is not operating fairly.

	Name and role	Signature and date
For the Management Committee	Steve Price, Chair of the Management Committee	
For the school	Nick Elliott, Headteacher	