

George Abbot SCITT

Grievance Policy

Policy title	Grievance Policy		
Author	Director of ITT		
Date created	January 2012	Last Reviewed	June 2021

1. Aims and Values

George Abbot SCITT is committed to ensuring that all trainees are treated fairly and with consideration. We recognise that we have a responsibility to ensure high and consistent standards in our role as a Training Provider. We recognise the right of the trainee or employee of the SCITT to lodge a grievance relating to their training/employment fairly and without unreasonable delay.

2. Scope

This policy applies to all trainees and partnership school-based employees and covers complaints pertaining to:

- SCITT Personnel
- Placement Schools
- The SCITT Programme
- Health and Safety Issues
- The Working Environment
- Harassment and Discrimination
- Interpersonal relationships or bullying

All issues under this policy must be dealt with speedily, with no unreasonable delays to meetings, decisions or appeals. Reasonable advance notice must be given for any planned meetings and adequate time for preparation should be afforded to the trainee and any other person or persons related to the grievance. All trainees/employees have the right to be supported, advised or represented by third parties at any point during this process.

3. Using this Policy

- 3.1 It is in everyone's interest for problems or concerns to be resolved before they develop into major difficulties for all concerned. Wherever possible, trainees/employees should try to resolve any concerns by raising them informally with their Line Manager, Mentor, Professional Tutor or Link Tutor. To facilitate this, all such personnel should adopt an open door policy for communication and consultation and seek to address and resolve problems and concerns quickly and fairly. However, sometimes this is not possible and this is where the grievance procedure should be used.
- 3.2 A grievance should be raised within a reasonable timescale of the decision or act causing the complaint. Where the complaint raises issues of a historical nature, it will not normally be dealt with under this procedure, except where the circumstances relate to an on-going matter.
- 3.3 If you have difficulty at any stage of the procedure because of a disability, you should discuss the situation with the Director of ITT as soon as possible.
- 3.4 All grievances should be raised within the appropriate placement school in the first instance. However, if it becomes clear that the grievance is one which only the SCITT can resolve it should be referred to the Director of ITT.

4. Mediation

- 4.1 Mediation can play an important role in resolving problems, particularly in cases where interpersonal conflict or competing interests form an important element in the situation precipitating the grievance. Mediation is encouraged at all stages of these procedures.

5. Raising a Formal Grievance

- 5.1 If the grievance cannot be resolved informally you should set out the grievance in writing to the Director of ITT. Where it is not appropriate for the Director of ITT to have the details, this may be passed to a member of the Strategic Management Board. Details of the grievance should include all relevant facts, dates and names of individuals involved.
- 5.2 The person dealing with the grievance will arrange a meeting to be held as soon as is reasonably practicable. He/she will liaise with you to confirm a suitable date and time for the meeting.
- 5.3 The purpose of the meeting is to enable you to re state your grievance and how you would like it to be resolved and to assist the person hearing the grievance to reach a decision based on the available evidence and the representations made.
- 5.4 If required, the person hearing the grievance may wish to carry out an investigation following the initial meeting. The amount of the investigation required will depend upon the nature of the complaint and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing documents.
- 5.5 Following the meeting and/or investigation, you will be informed of the outcome of the grievance, with reasons, including any action as quickly as possible. This may be verbally at the close of the meeting and confirmed in writing or once a decision has been reached following further investigation or taking advice.

6. Right of representation

- 6.1 A trainee can bring a representative to any meeting held under this procedure. The representative can be either a trade union representative, a school member of staff or a fellow trainee. At meetings the representative can make representations or ask questions but cannot answer questions on your behalf. Meetings will not be unreasonably delayed due to the non-availability of a chosen representative.

7. Raising an appeal

- 7.1 Where you feel your grievance has not been satisfactorily resolved you may appeal within 10 working days of receiving notification of the outcome of the grievance meeting. Appeals must be made in writing to the signatory on the outcome letter.

Appeals will be dealt with in line with the George Abbot SCITT Appeals Policy.

8. Retention of written records

- 8.1 A written record of any grievance will be retained along with any decisions taken and any notes or other documents compiled during the grievance process. Records will be treated as confidential and be kept on your personal file.

If the trainee is still not satisfied that their case has been correctly handled they may refer their complaint to the Office for the Independent Adjudicator, details of which can be found at

<http://www.oiahe.org.uk/>

or via post

Office for the Independent Adjudicator
Second Floor
Abbey Gate
57-75 Kings Road
Reading
RG1 3AB

Telephone: 0118 959 9813

Monitoring

The Director of ITT and Accounting Officer of George Abbot SCITT will monitor the implementation of the policy by:

- Ensuring trainee/employee awareness of the policy, if required
- Ensuring criteria are clear and are applied consistently

Training and Development

Link tutors and mentors will attend training on the standardisation of judgements and will be made aware of the Appeals Policy. The Executive Board will propose solutions to any issues arising from failure in policy and procedures.

Review

Regular reviews of this policy are required in order that it adequately reflects the state of the law and the advice of the Office of the Independent Adjudicator and to ensure its fitness for purpose.