



Rawdah Montessori Primary School Staff Grievance Policy

Version: 1.0

Reviewed: October 2025

Next Review Due: October 2026

1. Policy Statement

Rawdah Montessori Primary School is committed to creating a positive, supportive, and fair working environment where all staff feel valued and respected. We recognise that occasionally employees may have concerns, problems, or complaints about their work, working conditions, or relationships with colleagues.

This policy provides a clear and accessible framework for staff to raise grievances fairly and confidentially, without fear of retribution. It is designed to resolve issues as close to the point of origin as possible and as quickly as is reasonably practicable.

The school's Islamic ethos emphasises justice, fairness, and compassionate resolution of disputes. This policy reflects those values by encouraging open communication and early resolution.

This policy should be read in conjunction with the:

- **Disciplinary Policy**
- **Whistleblowing Policy**

- **Staff Code of Conduct**
- **Staff Anti-Bullying and Harassment Policy**
- **Equality and Diversity Policy**

2. Purpose and Aims

The purpose of this policy is to:

- Provide a clear, fair, and consistent process for staff to raise concerns about their employment.
- Encourage the early resolution of issues through informal discussion wherever possible.
- Ensure that grievances are handled promptly, confidentially, and without bias.
- Protect staff from victimisation or detriment for raising a genuine grievance in good faith.
- Promote a culture of openness, respect, and continuous improvement.

3. What is a Grievance?

A grievance is a concern, problem, or complaint that an employee raises about their work, working environment, or relationships at work. This may include:

Category	Examples
Terms and Conditions of Employment	Issues with pay, hours, leave, or contract interpretation.
Working Environment	Health and safety concerns, inadequate facilities, or unreasonable workload.
Relationships at Work	Conflict with a colleague, bullying, harassment, or discriminatory treatment.
Management Actions	Unfair treatment by a manager, lack of support, or failure to follow procedures.
Career Development	Issues with training, promotion, or appraisal processes.

Note: This list is illustrative, not exhaustive.

4. What is NOT Covered by This Policy?

This policy is not intended to deal with:

Issue

Relevant Policy

Public Interest Concerns (e.g., fraud, safeguarding failures, cover-ups)

Whistleblowing Policy

Safeguarding Concerns about a Child

Safeguarding and Child Protection Policy (report immediately to DSL)

Disciplinary Matters (where you are the subject of disciplinary action)

Disciplinary Policy

Complaints from Parents or Pupils

Complaints Policy

If you are unsure whether your concern is a grievance or a whistleblowing matter, seek advice from the Headteacher or Chair of Governors.

5. Key Principles

Principle	Explanation
Confidentiality	The school will treat all grievances confidentially. Information will only be shared on a strict need-to-know basis.
Fairness and Impartiality	Grievances will be handled fairly and without bias. Where appropriate, an independent manager may be appointed to hear the grievance.
No Victimisation	Staff will not be subjected to any detriment, dismissal, or disciplinary action for raising a genuine grievance in good faith.
Right to be Accompanied	At all formal stages of this procedure, you have the right to be accompanied by a fellow employee or a trade union representative.
Timely Resolution	The school will acknowledge grievances promptly and aim to resolve them as quickly as possible.
Right of Appeal	If you are dissatisfied with the outcome, you have the right to appeal.

6. Scope

This policy applies to all employees of Rawdah Montessori Primary School, including:

- Teaching and support staff
- Part-time and full-time employees
- Fixed-term and permanent staff

It does not apply to volunteers, contractors, or agency workers (who should refer to their own organisation's procedures or their contract with the school).

7. Informal Resolution (Stage 1)

In many cases, grievances can be resolved informally without the need for a formal procedure. You are encouraged to:

1. **Discuss the matter with your line manager** as soon as possible. Most issues can be resolved through open and honest conversation.
2. If the issue involves your line manager, you may approach the **Headteacher** or another appropriate manager.
3. If you feel unable to speak to a manager directly, you may seek advice from a trusted colleague or the school's HR advisor (if available).

The manager will listen to your concerns, seek to understand the situation, and work with you to find a resolution. A brief note of the discussion and any agreed actions may be kept, but this is not part of your formal personnel record.

Timeframe: Informal discussions should take place within **5 working days** of the issue arising, where possible.

8. Formal Grievance Procedure (Stage 2)

If the issue cannot be resolved informally, or if the matter is more serious, you may raise a formal grievance.

8.1 How to Raise a Formal Grievance

Submit a written grievance to the **Headteacher** (or, if the grievance is about the Headteacher, to the **Chair of Governors**). Your written grievance should include:

- Your name and role.
- A clear description of the nature of your grievance.
- The names of any individuals involved.
- Any relevant dates, times, or evidence.
- Details of any steps already taken to resolve the matter informally.
- What outcome you are seeking.

8.2 Acknowledgment

The Headteacher (or Chair of Governors) will acknowledge receipt of your grievance in writing within **5 working days**. The acknowledgment will confirm:

- Who will be handling the grievance.
- That you have the right to be accompanied at any meeting.
- That a meeting will be arranged to discuss your grievance.

8.3 Grievance Meeting

You will be invited to a formal grievance meeting, normally within **10 working days** of receipt of your written grievance. You will be given at least **5 working days'** notice of the meeting.

At the meeting:

- You may explain your grievance and present any evidence.
- You may be accompanied by a fellow employee or trade union representative.
- The person hearing the grievance may ask questions to clarify the facts.
- Notes will be taken and shared with you after the meeting.

8.4 Outcome

Following the meeting, you will receive a written outcome decision, normally within **5 working days**. The outcome letter will include:

- The findings of the investigation.
- Any actions to be taken to resolve the grievance.
- Confirmation of your right to appeal.

9. Appeal Procedure (Stage 3)

If you are dissatisfied with the outcome of the formal grievance, you may appeal in writing within **5 working days** of receiving the outcome letter.

9.1 Grounds for Appeal

Appeals will only be considered on the following grounds:

- New evidence has come to light that was not reasonably available at the time of the original hearing.
- A procedural irregularity occurred that affected the fairness of the process.
- The outcome was unreasonable given the evidence presented.

9.2 Appeal Hearing

The appeal will be heard by a manager or panel not previously involved in the case. This will normally be:

- **Chair of Governors** (if the original hearing was conducted by the Headteacher).
- **An external independent investigator** (in complex cases).

The appeal hearing will be arranged within **10 working days** of receipt of the appeal. You have the right to be accompanied.

9.3 Appeal Outcome

The appeal decision is final. You will receive a written outcome within **5 working days** of the hearing.

10. Grievances Involving the Headteacher or Senior Leaders

If your grievance concerns the **Headteacher**, you should submit your written grievance directly to the **Chair of Governors**.

If your grievance concerns the **Chair of Governors** or a member of the **Governing Body**, you should submit your written grievance to the **Clerk to the Governors**, who will arrange for an independent governor or external investigator to handle the matter.

11. Confidentiality and Data Protection

- All grievances will be treated confidentially. Information will only be shared with those directly involved in the process or where required by law.
- Written records of grievances, including notes of meetings and outcome letters, will be kept securely in line with the **Data Protection Policy**.
- Records will be retained for a reasonable period (normally **6 years**) and then securely destroyed.

12. Protection from Victimisation

Rawdah Montessori will not tolerate any form of victimisation or retaliation against an employee for raising a genuine grievance in good faith.

- **Detriment:** You will not be subjected to any disadvantage, harassment, or unfair treatment as a result of raising a grievance.
- **Support:** If you feel you have been subjected to retaliation, you should raise this immediately as a separate grievance or under the **Anti-Bullying and Harassment Policy**.

13. Malicious or Vexatious Grievances

If an investigation reveals that a grievance was raised **maliciously, vexatiously, or with knowledge of its falsity**, the individual making the allegation may be subject to disciplinary action under the **Disciplinary Policy**. This does not apply to grievances raised in good faith that are later found to be unsubstantiated.

14. Withdrawal of Grievance

You may withdraw your grievance at any stage by notifying the person handling it in writing. A note of the withdrawal will be kept on file.

15. Timescales

The school will aim to adhere to the following timescales:

Stage	Action	Target Timeframe
Informal	Discussion with manager	Within 5 working days of issue arising
Formal	Acknowledgment of written grievance	Within 5 working days of receipt
Formal	Grievance meeting	Within 10 working days of acknowledgment
Formal	Written outcome	Within 5 working days of meeting
Appeal	Appeal submitted	Within 5 working days of outcome
Appeal	Appeal hearing	Within 10 working days of appeal receipt
Appeal	Appeal outcome	Within 5 working days of hearing

Note: These are target timescales. In complex cases, it may be necessary to extend them. You will be kept informed of any delays.

16. Support for Staff

Raising a grievance can be stressful. Staff may seek support from:

- Their trade union representative (if applicable).
- A trusted colleague.
- Confidential counselling services (if available).
- External organisations such as **ACAS** or **Protect**.

17. Monitoring and Review

This policy will be reviewed **annually** by the Governing Body, or sooner following a significant incident or change in legislation. The review will consider:

- Any grievances raised during the year (anonymised).
- Feedback from staff or governors.
- Changes in statutory guidance or case law.

18. Useful Contacts

Organisation

Contact Details

ACAS (Advisory, Conciliation and Arbitration Service)

www.acas.org.uk

0300 123
1100

Citizens Advice

www.citizensadvice.org.uk

Protect (Whistleblowing Charity) – *for advice on distinguishing
grievances from whistleblowing*

[www.protect-
advice.org.uk](http://www.protect-advice.org.uk)

020 3117
2520

Review of Policy Dates

REVIEW DATE	REVIEWED BY	SIGNED OFF (Name & Role)
Oct 2025	Governing Body	Chair: Sohaib Tanvir
Next Review Due:		
Oct 2026	Governing Body	Chair:
	Headteacher	Headteacher: