



Grievance Policy

The Diamond Learning Partnership Trust

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1. Aims

It is our policy to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you the right of appeal if you are not satisfied. The procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors. This procedure does not form part of any employee's contract of employment, and it may be amended at any time.

This policy aims to enable employees to raise concerns about workplace issues without fear of victimisation and repercussion, and to ensure all grievances are dealt with fairly, fully and objectively.

2. Legislation and guidance

These procedures also comply with our articles of association and ACAS guidance.

3. Definitions

A **grievance** is a concern, problem or complaint raised with the school by an employee. It can be caused by issues such as working conditions, health and safety concerns, bullying, discrimination or working relationships.

This policy **does not** apply to:

- Issues raised by people who are not an employee of the school, e.g. volunteers or parents/carers, as this falls under our complaint's procedure
- Redundancy dismissals
- Non-renewal of fixed-term contracts
- Collective grievances, raised on behalf of 2 or more employees by a representative of a recognised trade union or other appropriate workplace representative

These are all covered by separate policies and procedures. We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this procedure.

4. Roles and responsibilities

Being internal matters, grievances may involve a number of people in the school. There is an emphasis on dealing informally with grievances, and so it is not practicable to prescribe specific roles. However, the following guidelines may be useful.

Where the member of staff subject to the procedure is the Headteacher, the CEO or the Chair of Governors will be responsible for coordinating the procedure.

Where the member of staff subject to the procedure is not the Headteacher, the Headteacher or a nominated member of senior staff will be responsible for coordinating the procedure.

Where appropriate, other members of staff may be asked to provide additional support to the teacher or to assist in monitoring the effectiveness of the policy. Where this happens, responsibilities will be made clear in advance.

The HR (People) Department should be consulted for advice as needed.

4.1 The line manager

Provided they are not the subject of the grievance, the line manager will be the first point of contact for the employee raising a grievance. If the grievance is about the employee's line manager, the employee will raise the grievance with the Headteacher, the Chief Executive Officer or their Deputy.

4.2 The headteacher or a senior leader

Provided they are not the subject of the grievance, the headteacher or a nominated member of the senior leadership team will consider the grievance at the formal stage (see 5.2).

Where the headteacher is the subject of the grievance, the Chief Executive Officer will be responsible for appointing an appropriate person, who has not been directly involved in the grievance, to oversee the procedure at the formal stage.

4.3 Investigating officer

At the formal stage, the headteacher (or appointed person, if the headteacher is the subject of the grievance) will appoint an investigating officer to collect and present the facts of the grievance in an investigation report. The investigating officer will be someone who has not been directly involved in the grievance.

4.5 Grievance panel

Where the grievance involves more than one person, the headteacher (or appointed person if the headteacher is the subject of the grievance) will appoint a grievance panel consisting of at least two other people with no prior knowledge of the grievance. These people will be separated from the investigating officer.

4.6 Other members of staff or trade union staff

A work colleague, trade union official, or trade union representative who is competent to attend such meetings may accompany the employee raising the grievance at a formal grievance meeting.

5. Grievance procedures

We are committed to dealing with grievances fairly and objectively. Employees will be protected from discrimination or victimisation after raising a work-related grievance.

5.1 Informal stage

In the first instance, an employee will aim to resolve their grievance informally with their line manager. If the employee's concerns relate to their line manager, they should discuss the issue with the line manager's manager.

It may be necessary for the employee who has raised a grievance to attend a meeting to discuss the concerns in more detail. However, this will be determined on a case-by-case basis.

It's anticipated that the majority of grievances can be resolved at this informal stage with no need to progress matters further. However, if the matter has not been resolved at the informal stage, it may then proceed to the formal stage of the procedure.

5.2 Formal stage

If it is not possible to resolve the matter informally, employees should set out their grievance in writing to their line manager, using the staff grievance notification form found in Appendix 1. If the

subject of the grievance is their line manager, the employee should submit the written grievance to a more senior manager or Headteacher.

Upon receipt of a grievance, the headteacher (or appointed person if the headteacher is the subject of the grievance) will appoint an investigating officer. This will be an independent individual with no prior knowledge of the grievance.

The investigating officer will undertake a grievance investigation and will make a recommendation. That person will meet with you, normally within 15 days of receiving your grievance. At the meeting, the employee will be given the opportunity to explain their grievance and how they think it should be resolved.

Employees have a statutory right to be accompanied by a companion at a grievance meeting. The companion must be a work colleague, trade union official, or trade union representative.

The employee must let the investigating officer know that they request to be accompanied. If the chosen companion is not available on the initial date and time proposed for the formal meeting, the investigating officer must move the meeting to an alternative time proposed by the employee, provided that the alternative time is both reasonable and no more than 5 working days after the date originally proposed.

The companion may address the hearing to represent the employee to with their case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the hearing. The companion may not answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

5.3 Deciding on appropriate action

The meeting will be adjourned and the grievance panel (usually the investigating officer and line manager and/or member of the Trust SLT will reflect on it before coming to a decision.

Following your grievance meeting/s and any investigation carried out, the person appointed to determine the outcome of your grievance will write to you to inform you of the outcome of your grievance and if appropriate any further action that the Trust intends to take to resolve the grievance, and we will remind you of your right of appeal. Where appropriate we may hold a further meeting to give you this information in person

5.4 Appeals

If the employee is not satisfied with the outcome of the grievance, then they have the right to appeal the decision. The employee should set out their grounds of appeal in writing within 10 working days and submit this to PA@diamondlearningtrust.com.

An appeal is not designed to re-hear the matter but to examine the grounds of appeal. The employee should therefore be specific about the grounds of the appeal.

We will hold an appeal meeting, normally within 15 working days of receiving your written appeal. Grievance appeals will usually be heard by a member of the senior leadership group or otherwise a member of management more senior than the person who heard the grievance or otherwise a panel of three members of the Trust Board of Directors. You may be accompanied by an appropriate work colleague or an accredited trade union official at any grievance appeal hearing (see above). No decisions will be made during the appeal hearing itself. The panel may consider it necessary to carry out further investigations before reaching any decisions. The panel will confirm its final decision in writing without unreasonable delay. This is the end of the procedure and there is no further appeal

6. Overlapping procedures

If an employee raises a grievance after disciplinary proceedings have already started against them, the disciplinary proceedings may be temporarily suspended in order to consider the implications of the grievance on the disciplinary process.

If the grievance and disciplinary proceedings address related matters, it may be possible to deal with the issues simultaneously as part of disciplinary proceedings.

7. Record Keeping

Minutes will be kept of all meetings. Where possible, these will be confirmed as a record of what was discussed during the meeting.

Records of all materials relating to the grievance process will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and in line with our Data Protection Policy.

8. Links with other policies

This policy links to our policies on:

- Complaint Policy, which sets out how grievances will be raised by those not employed by the school
- Equal Opportunities and Information Policy
- Privacy notice for the school workforce
- GDPR policy
- Staff capability policy
- Staff codes of conduct
- Disciplinary Policy
- Staff wellbeing policy
- Whistleblowing Policy

Appendix 1: staff grievance notification form

Name:	School:
Job Title:	Department:
Describe the nature of your grievance, including: • A full description of your grievance • Relevant evidence, such as facts, dates and names of individuals involved	
Please state the following:	
The date on which you first	
The date on which you first raised your grievance, and with whom	
The action taken in respect of your grievance at the informal stage	
The outcomes you are seeking and the actions you would like taken to resolve the situation	
Whether you would like to explore a resolution through mediation	
Whether you would like accompaniment at a grievance meeting by a work colleague, trade union official, or trade union representative – and if so, their name and position	
Signed:	