



Grievance Policy

Policy Reviewed by:	Suzy Hollett (HR Manager)
Date:	01.08.2026
Policy Verified by:	Sara Llewellyn (School Leader-CEO)
Date:	08.08.2026
Date for Next Review:	01.09.2027

Employees at Maple Haven School are encouraged to communicate and air problems and questions during their employment to resolve any issues quickly and to the satisfaction of all concerned. However, the school recognise that from time-to-time employees may wish to seek redress for grievances relating to their employment or against colleagues.

Complaints that are found to amount to misconduct on the part of an Employee will be addressed under the School's Disciplinary Procedure.

An Employee who has raised a complaint in good faith will not be treated less favourably or suffer any detriment in their employment because of raising a complaint under this procedure.

Informal Procedure

- An employee with a grievance should raise the concern with the HR Manager.
- HR should record the outcome and any action taken.

Formal Procedure

- If informal discussions do not resolve the issue, the employee must send details of the grievance to HR or a member of the Senior Leadership Team using the form Appendix A. It is important that all parts of the form are properly completed and that all the facts are made known at the outset.
- If the grievance involves another employee, details of the grievance as provided on the form will be given to the individual concerned.
- In instances where the grievance is against HR, or a Member of the Senior Leadership Team - any formal grievance should be raised with a different member of the team.
- In some cases, it may be necessary for an investigation into the circumstances or grievance.

Grievance Meeting

- A meeting will be held, and the employee will be notified in writing of the date and time of the meeting normally within five days of receiving the form from the employee. If this is not possible the employee will be informed and be given a time frame.
- The employee has a right to be accompanied by a person of their choice.
- Notes will be taken at the meeting and recorded by an employee not connected to the grievance.
- The meeting is an opportunity for the employees to explain their grievance and how they think it should be resolved. The meeting can be adjourned if further investigation is deemed necessary.
- Witnesses and/or the person against whom the grievance has been raised may be invited to attend the meeting if this is deemed helpful by the school in resolving the grievance.
- Where possible, the decision and any actions to be taken to resolve the grievance will be announced at the conclusion of the meeting.
- The decision will be communicated in writing to the employee (and any other party involved) within five working days.