



Grievance Procedure

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* Unless there are changes in the law or circumstances in which case the policy and/or documents shall be revised accordingly

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Contents

Executive Summary:	3
Informal Resolution	3
Formal Grievance	3
Grievance hearing	3
Appeal	4

Executive Summary:

The grievance procedure outlined herein aims to provide a clear and effective framework for addressing employee concerns within Supreme Education. It encompasses both informal and formal channels of resolution, emphasising confidentiality, respect, and timely action.

Informal Resolution:

Informal resolutions play a pivotal role within Supreme Education, serving as the initial avenue for addressing employee concerns in a prompt and constructive manner. Supreme Education encourages employees to deploy an informal and open dialogue. This informal approach allows employees to express grievances or issues to their line managers, supervisors, or designated HR representatives in a comfortable and confidential setting. By fostering a culture of communication and mutual understanding, informal resolutions empower employees to seek solutions to their concerns at the earliest opportunity, promoting a positive work environment where issues can be addressed swiftly and effectively.

Furthermore, informal resolutions often facilitate the preservation of working relationships and morale within the school community, as they encourage the resolution of conflicts or grievances before they escalate into formal procedures. Through proactive engagement and a commitment to respectful dialogue, informal resolutions serve as a cornerstone of Supreme Education's commitment to fostering a supportive and harmonious workplace environment.

Formal Grievance:

If the informal resolution hasn't been effective then a formal grievance is the next escalation. If the matter is serious or you wish to raise it formally you should put the grievance in writing to your manager. You should keep to the facts and avoid language that is insulting or abusive. The grievance template can be accessed by [clicking here](#). If your grievance is against your line manager and you feel unable to approach them, you should raise it with either of the directors. If your grievance is against either or all directors an independent, impartial individual will be assigned to carry out the investigation.

Grievance hearing:

Your line manager will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting your manager will give you a decision in writing, usually within 48 hours. If the manager needs more information before making a decision, they will inform you of this and the timescale.

Appeal:

If you are unhappy with the decision on your grievance you can raise an appeal.

If you wish to appeal the appeal template can be accessed by [clicking here](#).

You should tell your line manager. You will be invited to an appeal meeting, normally within 5 working days, with a more senior manager. If the grievance is with either or all directors, an independent and impartial individual will be tasked to review the grievance and appeal. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the directors will give you a decision, usually within 48 hours. The director's decision is final.