



## BIRMINGHAM CITY UNIVERSITY ACADEMIES TRUST

### INDIVIDUAL GRIEVANCE PROCEDURE

1. The Trust's policy is to resolve as quickly and fairly as possible any grievance that you may have, as an individual, about your employment or working conditions.
2. If you have a grievance, the first step is to raise it with your Manager, i.e. the person to whom you report. In most cases that person can best respond to your complaint. However, if you take the view that it would be inappropriate to raise the matter with a manager who is the subject of your grievance, as an alternative, you may raise the matter with the relevant Senior Manager, Chair of Local Advisory Board or Human Resources Department who will then either allocate the grievance to the appropriate manager to hear the grievance. At this stage, and all subsequent stages, you are entitled to be accompanied, advised or represented by a friend, colleague or trade union official. If your grievance cannot be resolved by that informal approach then you have the right to adopt the following procedure.
3. The Trust will ensure that it complies fully with the Code of Practice in respect of Grievance Procedures. If during the grievance procedure a view is taken that mediation may be a more appropriate method for resolving the issue, and the parties agree, the grievance procedure can be suspended at any stage to allow mediation to be undertaken to resolve the dispute. The Trust will engage appropriately trained individuals to undertake mediation.

#### 4. **Stage 1**

You should seek a meeting with your Manager to discuss your grievance. That meeting should take place within seven days of your request for a meeting under the terms of the grievance procedure.

The purpose of this meeting is to provide an opportunity for an exchange of views and to seek a resolution of your grievance. After the meeting it is the responsibility of your Manager to reply to you, in writing, giving their view on the most appropriate action that should be taken to resolve the grievance. You should receive this response within 10 working days of the meeting.

#### 5. **Stage 2**

If you are not satisfied with the reply, then you have the right to submit your grievance in writing to the Trust Board Secretary. Your letter must state the reason why you are aggrieved and the solution that you are seeking. The letter must be accompanied by a copy of the correspondence that you have received from your Manager. You must notify your Manager that you are not satisfied with the reply and that you now intend to use Stage 2 of the procedure. The Director of Human Resources will, within seven days of receiving your request, establish a meeting with a senior member of staff such

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as the Academy Principal, who will consider your grievance further. You will be informed in writing of the outcome.

6. **Stage 3**

If you are dissatisfied with the outcome from Stage 2 you are entitled to seek a personal meeting with the Member of the Local Advisory Board who will consider your grievance as soon as reasonably practicable.

7. **Speaking Out**

Staff are often reluctant to use formal procedures such as these to resolve grievances. Therefore, if you are concerned that an aspect of your employment is unsatisfactory or unfair, you do have the right to seek a private meeting with any member of the Local Advisory Board, including the Chair. Equally, you are entitled, at any time, to write to the Local Advisory Board Chair or any of their colleagues to draw attention to matters that you feel are of concern. This right of access to senior staff will operate independently and separately from the grievance procedure.

8. In the event that staff are suspended in accordance with paragraph 7.1 in the Disciplinary Procedure (Section 2, Part 2), an appeal against the decision to suspend should be submitted to the Chair of the Local Advisory Board and the provisions of the Code of Practice will apply.