
Grievance Policy

Expanse Learning Group

October 2022

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Version 5

Review Date: Oct 2024

1. Scope

All employees of Expanse Learning

2. Object

The object of the procedure is to provide an employee who considers that they have a grievance, with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable opportunity.

Most issues or grievances can be solved on an informal basis with Line Managers, and employees should aim to settle their grievances in this way if possible. This procedure is designed to deal with those issues that need to be approached on a more formal basis.

This Grievance Policy is entirely non-contractual and does not form part of an employee's contract of employment.

3. Procedure

If a grievance cannot be settled informally with the relevant Line Manager, the employee should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Stage 1

In the event of the employee having a formal grievance relating to their employment they should, in the first instance, submit their grievance in DatabridgeMIS (*Event Name: (Group) – HR Helpdesk and select Grievance from the dropdown list*) making it clear that they wish to raise a formal grievance under the terms of this procedure. The Head of Shared Services will be automatically notified when the event is entered and then action the employees Line Manager. Where the grievance is against the Line Manager, the complaint will be escalated to a suitable manager. This grievance procedure will not be invoked unless the employee raises their grievance in accordance with these requirements.

A Manager (who may not be the Manager to whom the grievance was addressed) will then invite the employee to a grievance meeting to discuss the grievance and the employee has the right to be accompanied at this meeting by a trade union official, a trade union representative or a fellow employee of their choice. The employee must make every effort to attend the meeting. At the meeting, the employee will be permitted to explain their grievance and how they think it should be resolved.

Please note that it is prohibited for employees to record (whether covertly or otherwise) the proceedings at the grievance meeting, and at any appeal meeting, without the express permission of Expanse Learning. If Expanse Learning discovers that an employee has done this covertly, they could be subject to disciplinary action.

Following the meeting, Expanse Learning will endeavour to respond to the grievance as soon as possible and, in any case, within Ten working days of the grievance meeting. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the decision on the grievance and notified of their right to appeal against that decision if they are not satisfied with it.

Stage 2

In the event that the employee feels their grievance has not been satisfactorily resolved, the employee may then appeal in writing to the Head of shared Services within five working days of the grievance decision. The employee should also set out the grounds for their appeal.

On receipt of such a request, a more Senior Manager/Head or a Director (who again may not be the person to whom the appeal was addressed) shall make arrangements to hear the grievance at an appeal meeting and at this meeting the employee may again, if they wish, be accompanied by a trade union official, a trade union representative or a fellow employee of their choice.

Following the meeting, the senior Manager or Director will endeavour to respond to the grievance as soon as possible and, in any case, within Ten working days of the appeal hearing. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected.

The employee will be informed in writing of the decision on their grievance appeal.

This is the final stage of the grievance procedure and the Company's decision shall be final.

4. Monitoring and Review

The effectiveness of this policy will be reviewed by the Head of shared Services.

Impact of non-compliance

Staff:	Disciplinary action, Support, Action Plan
Student:	Not applicable
Legislation/organisational:	statutory and non-regulated compliance. Prosecution, Staff Retention, Poor employee performance etc
Compliance lead:	Shared Services (Human Resources)
Policy Reference:	ELGR-HRIM-POL-0015_(Exp-Oct24)
Version:	4
Agreed policy location:	DatabridgeMIS
Review Schedule:	24 months
Does the policy require Governor approval?	No

Approval

Prepared by Scott Roberts 12/10/2022  Head of Shared Services	Approved by Tony Brown 12/10/2022  CEO	Counter Signatory Karl Wane 12/10/2022  Director of College
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Version Control

Version	Date	Revision	Review Date
3	01/09/2020	Policy fully reviewed, slight amendments regarding responsibilities and a flow chart added the appendices.	31/08/2021
4	01/09/2021	Policy Reviewed	31/08/2022
5	10/12/2022	Policy reviewed	11/10/2024
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Appendix 1 – Grievance Flow Chart

