



Grievance Procedure

Reviewer: Kay Rackliff

Approver: Philip Attwell

Reviewed: August 2025

Next Review: August 2027

This Policy is reviewed every 2 years unless updated guidance is received.

'Cheltenham College' refers to Cheltenham College Senior School *and* Cheltenham College Preparatory School (including Cheltenham College Pre-Prep and Nursery School)

'College' refers to Cheltenham College Senior School

'Cheltenham Prep' refers to Cheltenham College Preparatory School

'Nursery and Pre-Prep' refers to Cheltenham College Nursery School and Pre-Prep

The primary purpose of this grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work or from Cheltenham College, and to produce a speedy resolution where genuine problems exist. It is designed to help all employees to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by Cheltenham College that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This grievance procedure is not a substitute for good day-to-day communication in Cheltenham College where we encourage employees to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep the channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

Work-related issues that could cause grievances may include:

- ☐ terms and conditions of employment
- ☐ new working practices or organisational change
- ☐ health and safety
- ☐ the working environment
- ☐ discrimination or inequality of opportunity
- ☐ bullying or harassment.

College has a separate dignity at work policy and if you have been the victim of bullying or harassment, you are encouraged to report this in accordance with the procedure set out in that policy rather than using this grievance procedure.

College also operates a separate whistleblowing policy to enable employees to report alleged fraud, malpractice, bribery or other illegal activity or wrongdoing in the workplace. However, if your concern relates to a breach of your own contract of employment which does not affect anyone else, you should raise the matter under this grievance procedure. Where you believe that you have been victimised or subjected to a detriment for an act of whistleblowing, you may also raise the matter under this grievance procedure.

This grievance procedure does not apply to grievances concerning two or more employees (collective grievances) raised by employee representatives. These will be dealt with as appropriate to the facts of the case.

This grievance procedure is **entirely non-contractual** and does not form part of an employee's contract of employment and may be amended at any time. Cheltenham College may also vary this Grievance Procedure as appropriate in any case.

Procedure

If you cannot settle your grievance informally, you 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 Grievance Meeting

In the event of your having a formal grievance relating to your employment you should, in the first instance, put your grievance in writing and address it to your line manager, making clear that you wish to raise a formal grievance under the terms of this procedure. Your written grievance should contain a brief description of the nature of your complaint, including any relevant dates, locations, facts and names of individuals involved. Where your grievance is against your line manager, your complaint should be addressed to an alternative manager or to the Human Resources Team.

This grievance procedure will not be invoked unless you raise your grievance in accordance with these requirements.

It may be necessary for College to carry out an investigation into your grievance. The amount of the investigation required will depend on the nature of the allegations, and it may involve interviewing and taking statements from you and any witnesses and/or reviewing relevant documents. You must co-operate fully and promptly in any investigation. We may commence an investigation before holding a grievance meeting where we consider this appropriate, but in other cases we may hold the grievance meeting before deciding what (if any) investigation to carry out.

A manager (who may not be the manager to whom your grievance was addressed) will then invite you to attend a grievance meeting to discuss your grievance and you have the right to be accompanied at this meeting by a trade union official or a fellow employee of your choice (but not a family member). The meeting will also be attended by someone whose role is to take an attendance note of the meeting. Every effort will be made to convene the grievance meeting at a time which is convenient for you and your companion to attend. If this means that the meeting cannot be held within a reasonable period (usually within five working days of the original date set), we ask that you make arrangements with another companion who is available to attend. Any employee who is chosen to accompany another in a grievance meeting is entitled to take paid time off for this purpose.

Your chosen companion will be permitted both to address the meeting and to confer with you during the meeting, but they will not be permitted to answer questions on your behalf.

They are also not entitled to address the meeting against your wishes or to act in a way that prevents anyone from contributing to the meeting. You must inform the chair of the meeting of the identity of your chosen companion in good time in advance of the meeting. College may, at its absolute discretion, allow you to bring a companion who is not a trade union official or representative or a fellow employee where this will help you overcome a particular difficulty caused by a disability or where you have difficulty understanding English. Individuals are not obliged to act as companions if they do not wish to do so.

You must make every effort to attend the grievance meeting. If you or your companion cannot attend, you must inform the chair of the meeting immediately so that an alternative date and time can be scheduled. If you fail to attend the meeting without good reason, or are persistently unable to do so, this could result in the meeting being held in your absence and then College may have to take a decision on your grievance based on the available evidence (including any written representations that you may have made).

At the meeting, you will be permitted to explain your grievance and how you think it should be resolved.

Although College will endeavour to hold a face to face grievance meeting with you, College reserves the right at our absolute discretion, to hold the meeting and any subsequent appeal meeting, remotely in exceptional circumstances, for example, in the case of a pandemic virus.

Please note that it is prohibited for you to record the proceedings (whether covertly or otherwise) of the grievance meeting and any appeal meeting without the express permission of Cheltenham College. Any such recording may result in disciplinary action. Depending on the circumstances it may amount to gross misconduct and could result in your summary dismissal.

Following the meeting, College will endeavour to respond to your grievance as soon as possible and, in any case, within five working days of the grievance meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of College's decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

Stage 2 Grievance Appeal

In the event that you feel your grievance has not been satisfactorily resolved, you may then appeal in writing to the Bursar or Head as appropriate, within five working days starting with the day after the date on which you received the written grievance decision. Your written appeal should also set out the grounds on which you are appealing.

On receipt of your appeal letter, arrangements shall be made for your grievance to be heard at an appeal meeting by a senior manager (who may not be the person to whom your appeal was addressed). At this meeting you may again, if you wish, be accompanied by a trade union official or a colleague of your choice (but not a family member). The appeal meeting will also be attended by someone whose role is to take an attendance note of the meeting, and the manager who conducted the grievance meeting may additionally be present.

You must make every effort to attend the grievance appeal meeting.

Following the meeting, College will endeavour to respond to your grievance as soon as possible and, in any case, within five working days of the appeal hearing. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told

when a response can be expected. You will be informed in writing of College's decision on your grievance appeal.

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

Disciplinary issues

If your complaint relates to your dissatisfaction with a disciplinary, performance review or dismissal decision, you should not invoke the grievance procedure but should instead appeal against that decision in accordance with the appeal procedure with which you will have been provided.

In the event that College discovers a grievance previously raised by you is malicious, fabricated or falsified it reserves the right to take disciplinary action against you. Please note that this could result in your dismissal for gross misconduct.