



JEDDAH PREP AND GRAMMAR SCHOOL

Grievance Procedure

Grievances are concerns, problems or complaints that members of staff raise with the School. This procedure sets out how the School will deal with such matters. This is designed to encourage free communication between employees and the School to ensure questions and problems are resolved quickly and to the satisfaction of all concerned. Unless otherwise agreed, details of grievances will be kept confidential as far as possible. This procedure:

- Allows for workplace grievances, whether against members of staff or the School, to be dealt with quickly, fairly and confidentially.
- Is to be used for the variety of issues that may give rise to a grievance, most commonly grievances raised about terms and conditions of employment, Health and Safety, working relationships, working practices, and equal opportunities. Please note this list is not exhaustive.
- Can be used by individual members of staff or groups of staff.

Within this procedure it is identified that stage one of the formal grievance procedure and related duties will be conducted by the Head Master. However, it should be noted that in his absence, or if he feels unable to deal with the case due to his personal involvement, such duties can be dealt with by a sub-committee of Board of Governors.

There are a number of key principles which underpin the grievance procedure to ensure that members of staff are treated consistently and fairly:

- All members of staff have the right to be accompanied at a formal grievance hearing by a representative or a fellow member of staff/work colleague. The member of staff is responsible for arranging their own companion and should also ensure that Human Resources, and The Head Master, who has invited them to attend a grievance hearing, are aware of these arrangements well before the meeting.
- Grievances should be settled as near as possible to the point of origin. The member of staff and the line manager should attempt to resolve any grievance in an informal manner before the member of staff uses the formal procedure.
- Grievances will be dealt with and resolved as quickly as possible, to ensure that staff do not suffer undue anxiety.
- Grievance proceedings and records will be kept confidentially on the member of staff's personal file.

This procedure applies to members of JPGS academic staff. There are separate procedures in place to enable staff to address problems related to personal harassment and bullying.

Informal Procedure

Misunderstandings and employment disagreements are likely to occur in any organisation. In the first instance, it is recommended that any member of staff should try to deal with such matters informally with the individual concerned or with the appropriate Head of Department or Line Manager. In many cases, matters can be resolved in this way. During

such discussions, staff may wish to ask their Head of School to be present to act as a facilitator. The grievance does not have to be made in writing and no formal records will be kept. However, it may be helpful for both the line manager and the member of staff to keep a note of such an informal meeting. Where the grievance cannot be resolved informally or it is inappropriate to deal with the issue informally e.g. a formal appeal, it should be dealt with under the formal grievance procedure.

Formal Procedure

Stage One

- Staff should put their grievance in writing to their immediate line manager. If the grievance is directly related to their immediate line manager the grievance should be raised with the Head of School or the Head Master.
- The Head Master will invite the member of staff to discuss the matter at a grievance hearing. The hearing should normally take place within 7 calendar days of receipt of the letter, although the timescale may be extended in exceptional circumstances. The member of staff will be informed of his or her statutory right to be accompanied at the hearing.
- At the grievance hearing the member of staff will be asked to state his or her concern and to provide any additional information that may be relevant. In attendance at the hearing will be the Human Resources Manager. Their role will be to take notes, act as a witness to proceedings and ensure that correct procedure is followed.
- A verbal response may be given at the end of the hearing after a brief adjournment but if this is not possible, the hearing will be adjourned and then re-convened at a later date so that a verbal response can be given.
- The response will subsequently be confirmed in writing within 7 calendar days.
- If it is not possible to respond within the specified time periods, the member of staff will be given an explanation for the delay and told when a response can be expected.

Please note, if the Grievance is directly related to the Head Master, the Grievance should be raised with the HR Manager, who will arrange for a stage one Grievance to be heard by a sub-committee of Board of Governors who have not previously been involved in the case.

Stage Two

- If the matter is not resolved at stage one the member of staff must put their grievance in writing to the HR Manager within 7 calendar days from written confirmation of the outcome of stage one being received. The submission to the Bursar must state clearly the grounds of the grievance.
- The HR Manager will then arrange for the grievance to be heard by a sub-committee of Board of Governors who have not previously been involved in the case.
- The grievance will be held as soon as is practicable. Wherever possible grievances will be heard within 14 calendar days of receipt of the written submission to the HR Manager. If the grievance cannot be heard within 14 calendar days the member of

staff will be informed of the date for the grievance hearing within these 14 calendar days.

- The member of staff will be notified of the time, date and location of the grievance hearing. The member of staff will also be informed of his or her statutory right to be accompanied at the hearing.
- Written statements and supporting documents must be exchanged not less than 7 calendar days before the grievance hearing. Normally additional documentation submitted later than the above will not be accepted, although the sub-committee of Board of Governors hearing the appeal has the discretion to do so.
- In attendance at the hearing will be a representative from Human Resources. Their role will be to take notes, act as a witness to proceedings and ensure that correct procedure is followed.
- The member of staff will be asked to present the supporting facts and material and to call any witnesses to give their account of the matter. The member of staff and any witnesses may then be questioned.
- The appropriate manager will be asked to present their case and may call any witnesses to give their account of the matter. The sub-committee of Board of Governors may then question the manager concerned and any witnesses.
- The proceedings may be adjourned by agreement at any stage that appears necessary or desirable. If it is adjourned for the purpose of enabling further information to be obtained, the nature of that information shall be specified. Any adjournment will normally be for a stated period.
- The terms of reference of the sub-committee of Board of Governors will be to find a working solution, which is agreeable to both parties.
- A verbal response may be given at the end of the meeting after a brief adjournment but if this is not possible the meeting will be adjourned and re-convened at a later date so that a verbal response can then be given.
- The response will subsequently be confirmed in writing within 14 calendar days of the verbal response. If it is not possible to respond within the specified time period the member of staff will be given an explanation for the delay and told when a response can be expected.
- The decision is final and exhausts JPGS's internal procedure.

Witnesses

It is the responsibility of the parties concerned to arrange attendance of their witnesses. Witnesses shall be present at the hearing only when they are giving evidence. The member of staff must provide Human Resources with names of the witnesses they wish to call not less than 3 calendar days before the grievance hearing.

Opportunity for Appeal

Should a member of staff feel that the grievance has not been dealt with satisfactorily then there is the right to appeal against the decision and have an appeal hearing with a panel of governors.

- Any such appeal must be requested in writing within one week of notification of the decision, with a statement setting out why the appeal is being made and what outcome the member of staff is seeking.
- Within 5 working days, the Head Master will prepare a statement giving the School's perspective on the grounds of appeal.
- Both statements will be sent to the Chair of Governors and copied to the member of staff concerned.
- The appeal will then be dealt with by a panel of three governors, none of whom will have previously been involved in the grievance case.
- The appeal hearing will normally be held within 10 working days of the circulation of the statements. An appropriate person will be requested to organise and minute the appeal hearing. The member of staff will be given at least 5 working days' notice of the appeal hearing and will be informed of the right to be accompanied as set out above.
- At the appeal hearing the governors will review the case and the decision taken.
- Following the hearing, the member of staff will be informed of the governors' decision normally within 5 working days. This decision is final and there is no further right of internal appeal.

Record Keeping

Records will be kept of the nature of the grievance, the School's response, any action taken and the reasons for the action.

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