



Special Partnership Trust



GRIEVANCE POLICY

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Staff Grievance Policy

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1. Introduction

- 1.1. This Grievance Policy and Procedure is reviewed bi-annually by the Trust Senior Leadership Team, who have overall responsibility for the effective operation of this procedure and for overseeing its implementation across the Trust.
- 1.2. It is recognised that management structures/administrative arrangements will vary according to the size of the academy within the Trust and therefore, in smaller academies, the procedure may be limited to two formal stages only (i.e. with the procedure commencing at Stage Two).
- 1.3. This procedure does not cover all circumstances regarding individual grievances and the CEO and Headteacher will seek professional advice where there is doubt on matters of procedural interpretation.

2. Purpose

- 2.1. To promote the early, effective and satisfactory resolution of individual employment related grievances, by providing a structured framework through which individual members of staff can seek redress.
- 2.2. This Grievance Policy and Procedure is designed to align with the principles set out in the Acas Code of Practice on Disciplinary and Grievance Procedures. The Code provides a statutory benchmark for fairness and transparency in handling workplace concerns. The Trust is committed to ensuring that all grievance matters are addressed in a manner that is timely, impartial, and consistent with best practice, thereby reducing the risk of legal challenge and promoting a culture of procedural fairness.
- 2.3. Broadly, a grievance may be raised about any matter arising from employment, including grievances amongst members of staff, with the Headteacher or the Governing Body and /or Trustees. This includes concerns relating to unfair treatment, bullying, harassment, or discrimination.

Where a grievance involves alleged discrimination, the Trust recognises its legal obligations under the Equality Act 2010, which protects individuals from unfair treatment based on the following protected characteristics:

- Age

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

Grievances involving any of these characteristics will be handled with particular sensitivity and in accordance with the Trust's commitment to equality, diversity, and inclusion.

2.4. This policy also applies to instances of alleged bullying or harassment in the workplace. The Trustees of The Special Partnership Trust have expectations about the standards of language and behaviour that all members of staff have the right to expect and are expected to show to others in their communication and behaviour at work. This is set out in the Staff Code of Conduct Policy.

2.5. The policy aims to assist in the development and maintenance of a working environment in which bullying and harassment are known to be unacceptable and to ensure that, if it occurs, there are adequate arrangements in place for raising and dealing with it and for preventing recurrence. In circumstances where an employee holds a concern of this nature, this procedure provides the framework to address the concern.

2.6. This procedure is not the appropriate resource for the following employment matters:

- Any outcome of a disciplinary process (in such circumstances the Appeals' Procedure established within the Disciplinary Procedure applies).
- Any issue relating to the pay progression of a Teacher.
- Whistleblowing (in such circumstances, the Trusts' Whistleblowing Procedure applies).
- Matters relating to the rules of the Local Government Pension Scheme or Teachers' Pension Scheme (such matters will be referred to the Scheme Administrators and ultimately Pensions' Ombudsman).

3. Scope

- 3.1. The procedure applies to current employees of the Special Partnership Trust. It does not apply to agency workers, consultants, self-employed contractors, volunteers or interns.
- 3.2. This policy does not form part of any contract of employment or other contract to provide services, and the Trust may amend it at any time.

4. Policy Statement

- 4.1. The Trustees of The Special Partnership Trust value the contribution made by all members of staff to the delivery of a high-quality education service for the benefits of the school and the communities in the Southwest. We recognise that the quality of this contribution will be influenced and enhanced if all members of staff can enjoy a working environment that supports and encourages them in working to their full potential.
- 4.2. The Trustees are committed to promoting and sustaining a working environment in which all members of staff feel valued and respected and in which they co-operate and communicate effectively with each other in seeking to achieve the highest standards of work performance. It is recognised that situations may arise where a member of staff may wish to seek redress for grievances arising from their employment. Accordingly, the Trustees are committed to ensuring that staff are able to raise grievances in the first instance, and where possible, have them resolved without unreasonable delay and to the satisfaction of all concerned.
- 4.3. Most issues should be discussed and can be dealt with satisfactorily within the course of normal working relationships where staff should feel that their problems and opinions could be discussed frankly and freely with each other and/or with their line manager.
- 4.4. However, where an employment-related individual grievance has not been resolved informally or where it is considered inappropriate to resolve the issue on an informal basis, the staff member will:
 - Be given a fair hearing on any grievance;
 - Have the right to take issue to senior management where appropriate;

- Or if still not satisfied, have the right to take the issue further to a Committee of Governors/Trustees by way of an appeal.
- 4.5. Where the procedure is invoked, the Trustees/Governing Body/Headteacher and CEO are committed to ensuring that the grievance is addressed as quickly as is reasonably practicable.
- 4.6. The Trustees/Governing Body/Headteacher/CEO is committed to fair and respectful treatment of all staff. Where an employee raises a concern in respect of their employment, they will not suffer from any detriment or less favourable treatment as a consequence of raising a concern or making a complaint. The Trustees/Governing Body/Headteacher/CEO is committed to this principle in its application of the Grievance Procedure. The Trust's Whistleblowing Policy also enforces this principle.
- 4.7. All grievance records, including written submissions, meeting notes, investigation reports, and outcomes, will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Access to grievance documentation will be strictly limited to individuals directly involved in the resolution process, including the employee, relevant managers, panel members, and HR. The Trust is committed to maintaining confidentiality throughout the grievance process and will ensure that personal data is processed lawfully, fairly, and transparently.

5. Policy Statement Regarding Dignity at Work

- 5.1. Any language or behaviour which has the effect of undermining, humiliating or threatening another person, including harassment and bullying, is unacceptable and will be neither permitted nor condoned. All members of staff will actively support this commitment and will use language and behaviour that is consistent with our expectations. We also recognise, however, that we need to have clear arrangements in place for raising and addressing any instance of the use of language and behaviour that is incompatible with these expectations.
- 5.2. The Trustees will demonstrate their commitment to a working environment and working relationships that are based on respect for and recognition of the individual contribution made by all members of staff by:

- Clearly communicating the standards that all members of staff have the right to expect and are expected to demonstrate to others in all workplace communication.
- Equipping the Headteacher and Managers with the knowledge and skills required to influence a positive working environment and working relationships.
- Alerting all members of staff to the type of language and behaviour that is not acceptable and where this occurs how this will be dealt with.
- Identifying a range of sources of information and assistance for members of staff to help them decide what to do if they experience unacceptable language or behaviour.
- Recognising a Grievance Complaints' Procedure that establishes appropriate informal and formal arrangements for members of staff to raise instances of unacceptable language or behaviour as set out in this Policy and Procedure document.
- Ensuring that complaints are handled sensitively and are fully investigated through appropriate procedures.

Further information and guidance on the definitions of bullying and harassment is provided in **Appendix 3**.

- 5.3. The Trustees are committed to protecting employees against unacceptable behaviour of this nature that may be encountered by employees through contact with representatives from the wider school community in the context of their work, i.e.: parents, pupils or members of the public. The processes and strategies available to the Trustees/Governors for dealing with issues of this nature are set out in **Appendix 4** of this policy.

Procedure (see Appendix 2 for flowchart)

6. Informal Approach and Mediation

- 6.1 Attempts should always be made to resolve workplace grievances on an informal basis. Even if the problem relates to senior management or decisions made by senior management, attempts should still be made to resolve the issue on an informal basis and directly with the person(s) concerned.
- 6.2 Employees are encouraged to raise grievances as soon as possible and normally within 3 months of the issue arising, to ensure that details are clear and accurate.

However, the Trust may consider grievances raised outside this timeframe where there is a good reason for the delay.

- 6.3 If the staff member feels unable to speak to their manager because the complaint concerns them, then they should speak informally to the Headteacher. If this does not resolve the issue, they should follow the formal procedure below.
- 6.4 As an alternative to a facilitated meeting and prior to evoking the formal procedure, formal mediation may be arranged between the relevant parties. Formal mediation can be arranged through the appointment of an independent trained mediator. Formal mediation is only a viable option where both parties agree to engage in the mediation process and agree to commit to a Mediation Agreement at the conclusion of the process. In accordance with the principles of mediation, mediation meetings are held with the two parties concerned and the mediator only. Trade union representatives/workplace colleagues or companions will not attend mediation meetings on either party's behalf. Further information on mediation is provided in **Appendix 5**.
- 6.5 In the event that allegations made during a grievance process may amount to gross misconduct, it may be appropriate to consider suspension under the Trust's Disciplinary Policy. Suspension is a neutral act and does not imply guilt. It will only be considered where necessary to protect the integrity of the investigation, the wellbeing of staff, or the operational needs of the Trust. If suspension is deemed appropriate, the employee will be informed in writing and provided with a named contact for support throughout the suspension period. The Trust will review the suspension regularly and offer access to wellbeing resources, including Occupational Health and counselling services, to minimise distress and ensure the employee remains informed and supported.

7. Formal Procedure

- 7.1 Where an employment problem is considered by the member of staff to be of a sufficiently serious nature to be termed as a 'grievance' or has not been resolved as a result of an informal approach the member of staff may invoke the formal Grievance Procedure.

7.2 An employee wishing to invoke the formal procedure should normally raise their concerns in writing. Early notification of a grievance will help ensure early resolution.

7.3 The Trust recognises that staff may have different communication preferences and processing styles. To support neuro-inclusivity and accessibility, employees may submit their grievance using written, verbal, or visual formats, including diagrams, mind maps, or supported conversation.

7.4 Staff are encouraged to indicate their preferred communication method when submitting a grievance so that appropriate adjustments can be made throughout the process. The Grievance Form (**Appendix 1**) is available to use as a template, however as stated in 7.3, grievances will be accepted in other formats. The Trust will make reasonable accommodations to ensure that all staff can participate fully and equitably in the grievance procedure.

7.5 At all stages of the formal procedure, the member of staff raising the grievance is entitled to take advice from and/or be accompanied or represented by a workplace colleague or trade union representative. Staff are encouraged to consult their trade union representatives or professional associations prior to invoking the grievance procedure. If the staff member or their companion cannot attend at the time specified, they should inform the Trust immediately and it will try, within reason, to agree an alternative time.

7.6 Where the member of staff chooses not to be accompanied or represented by a trade union representative or workplace colleague it will be noted in the written summary that representation was offered and declined.

7.7 The Trustees/Governing Body/Headteacher/CEO are committed to addressing employee grievances in a timely manner and in all cases will endeavour to adhere to the time limits referred to throughout this Procedure. However, parties may, by mutual agreement, modify the time limits referred to in the Procedure. In certain circumstances this may not be practicable, for example, delays in convening meetings due to school holiday periods and complex cases requiring lengthy investigations.

7.8 Stage One (For Formal Grievance About a Manager, Colleague, or Workplace Issue)

- 7.8.1 If a member of staff has a work-related concern and the matter cannot be resolved informally, they should raise the matter formally with their line manager. This may be done by completing the Grievance Form (see **Appendix 1**) or by submitting their grievance in another accessible format, as permitted under Clause 7.3 (e.g., written, verbal, assisted communication, diagrams, or mind maps).
- 7.8.2 Where the concern relates to the line manager, they should raise the matter with the Headteacher or appropriate member of the senior management team by completing the Grievance Form or by submitting their grievance in another accessible format, as permitted under Clause 7.3. It is recommended that the employee contact their trade union representative for advice and support in initiating the formal Grievance Procedure. The written grievance should contain a brief description of the nature of the complaint, including any relevant facts, dates, and names of individuals involved. In some situations, the Trust may ask the staff member to provide further information.
- 7.8.3 If the employee's concern relates to a senior manager or Headteacher, the formal Procedure will be invoked at Stage 2.
- 7.8.4 On notification of a formal grievance, the manager to which the concern was raised will, as soon as possible, arrange an investigatory meeting with the employee. This meeting will normally take place within ten working days of notification of the grievance. The employee may attend the meeting accompanied by a work colleague or a trade union representative.
- 7.8.5 The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the staff member and any witnesses, and/or reviewing relevant documents. The investigation may be carried out by the line manager or the Headteacher or someone else appointed by the Trust.
- 7.8.6 The staff member must co-operate fully and promptly in any investigation. This may include informing the Trust of the names of any relevant witnesses, disclosing any relevant documents, and attending interviews as part of the investigation.
- 7.8.7 The Trust may decide to carry out an investigation before holding a grievance meeting where this is considered appropriate. In other cases, the Trust may hold

an initial grievance meeting first to understand the concerns before determining whether any investigation is required. If an investigation is needed following that meeting, a further grievance meeting will be arranged once the investigation is complete.

7.8.8 At the meeting the manager will listen to the details of the grievance and will endeavour to devise an appropriate resolution. The purpose of a grievance meeting is to enable the staff member to explain their grievance and how they think it should be resolved, and to assist the Trust to reach a decision based on the available evidence and the representations they have made.

7.8.9 If, following the grievance meeting, the manager determines that further investigation is required, they will confirm this to the staff member, outline the anticipated timescales, and ensure that notes of the meeting are taken and shared with all parties.

7.8.10 Once the manager hearing the grievance has completed any further investigation required and reached a decision, the outcome of the grievance will be confirmed, including any proposed resolutions, in writing to the employee.

7.8.11 Normally, written confirmation of the outcome of the grievance will be provided within 5 working days of the grievance meeting, with the exception of cases where further investigation is required. In such circumstances, the manager hearing the case will determine an appropriate timescale with due consideration to the need for a swift resolution whilst allowing sufficient time to conduct the necessary additional investigations.

7.8.12 If the staff member is not satisfied with the outcome of the grievance hearing, they have the right to appeal as set out under clause 8 below.

7.9 Stage Two (For Formal Grievance About Senior Managers or the Headteacher)

7.9.1 Where an employee raises a grievance against a Trust senior manager or Headteacher, such matters will be automatically considered by a Panel of Trustees at Stage 2 of the Grievance Procedure.

- 7.9.2 To invoke Stage 2 of the Procedure, the employee must confirm the details of the grievance by completing the **Grievance Form (Appendix 1)** or by submitting their grievance in another accessible format, as permitted under Clause 7.3. The confirmation for invoking the Procedure at Stage 2 should be addressed to the Chair of Trustees.
- 7.9.3 On notification of a formal grievance at Stage 2 as the first stage of recourse, the Chair of Trustees will appoint a representative on behalf of the Trustees or Special Partnership Trust Management as an investigating officer to investigate the employee's concerns. It is recommended that the Chair of Trustees also contact the Trust's HR Team to consider the appropriateness of appointing a particular representative to assist the investigating officer. The investigating officer will arrange an investigatory meeting with the employee as soon as possible. This meeting will normally take place within ten working days of notification of the grievance (subject to clause 7.7). Any delays must be justified and communicated to the employee, especially during school holidays or complex investigations. The employee may attend the meeting accompanied by a work colleague or a trade union representative.
- 7.9.4 Following the investigation meeting, the investigating officer may undertake further investigations as is deemed appropriate to ascertain the full facts. Having ascertained the full information, the investigating officer will complete an investigation report. The Investigating Officer will liaise with the Trust Governance team to convene a Panel of three Trustees for a Grievance Hearing at Stage 2 within 20 working days of completion of the investigation report (subject to clause 7.7).
- 7.9.5 Prior to the Grievance Hearing, the parties concerned will make their submissions to the Grievance Panel of Trustees who should be sent all relevant documents/information in advance of the hearing no later than one calendar week before the grievance hearing. It is strongly recommended that the Panel of Trustees invite a member of Special Partnership HR team to act as adviser to the Panel.
- 7.9.6 At the Grievance Hearing, the employee will have the opportunity to present their concerns.
- 7.9.7 The decision regarding the outcome of the grievance may be given at the hearing but will be confirmed in writing within 5 working days of the

hearing (subject to clause 7.7). If it is not possible to respond within the specified time period, the employee will be given an explanation for the delay and advised when a response will be provided.

8. Appeals

- 8.1 The employee has the right of appeal against the outcome at either their Stage One or Stage Two result of the Grievance Procedure if dissatisfied. The staff member should appeal in writing to their manager or Headteacher stating the full grounds of appeal within 5 working days of the date in which the decision was sent or given to them.
- 8.2 A Panel of three Trustees who have had no prior involvement in the case will hear grievance appeals.
- 8.3 The Appeals' Panel of Trustees will hold the appeal, where practicable, within 20 working days of the receipt of the written request for an appeal. The employee will be informed of the date of the appeal hearing in writing and will be offered the opportunity to submit any further documents to the Panel of Trustees in advance of the hearing, but no later than 5 working days prior to the hearing.
- 8.4 The manager/Headteacher previously involved in addressing the grievance will also have the opportunity to make submissions to the Appeals Panel of Trustees in response to the employee's appeal. It is strongly recommended that the Panel of Trustees invite a representative from the Trust's HR team to advise as appropriate.
- 8.5 All documents to be presented at the hearing in relation to the appeal will be provided to the employee no later than 3 working days prior to the hearing.
- 8.6 At the Appeal Hearing, the employee will have the opportunity to present their reasons for dissatisfaction with the outcome of the grievance process determined at the previous stages of the Procedure, along with any evidence or documentation, which they consider to be pertinent to their grounds of appeal. If appropriate, the manager of the employee or Headteacher may present a response to the appeal that may include presentation of information on the outcome of the grievance at earlier stages of the Procedure for the Panel's consideration.

8.7 The decision regarding the outcome of the appeal may be given at the hearing but will be confirmed in writing within 5 working days of the hearing. If it is not possible to respond within the specified time period, the employee will be given an explanation for the delay and advised when a response will be provided.

8.8 The decision of the Appeal Committee of Trustees is final.

9. Headteacher's Grievance

8.9 Where the Headteacher has a grievance, they should first endeavour to resolve the matter informally by direct approach to the relevant person. If the grievance remains unresolved and arises from actions/decisions of the Governing Body, they should initially seek to resolve it in discussion with the Chair of the Local Governing Body.

8.10 If the grievance remains unresolved, the Headteacher should submit the formal grievance in writing to the CEO/Chair of Trustees. Upon receipt of the written grievance, the CEO/Chair will arrange a Grievance Hearing, to be chaired by a Committee of Trustees, within 20 working days where practicable. The Panel convened to consider a grievance raised by the Headteacher will comprise no fewer than three Trustees and will not normally include any staff governor representative.

8.11 If the grievance is still unresolved, the Headteacher may appeal to the Appeals' Committee of the Special Partnership Trust in accordance with clause 8 of this Procedure. The decision of the Appeals' Panel of Trustees will be final.

10. Appendix 1 - Grievance Form

PRIVATE & CONFIDENTIAL

STATEMENT OF GRIEVANCE

To be completed by the employee to instigate a Formal Grievance. The Trust recognises that staff may have different communication preferences and processing styles. To support neuro-inclusivity and accessibility, employees may alternatively submit their grievance using written, verbal, or visual formats, including diagrams, mind maps, or supported conversation.

Wherever appropriate, staff are encouraged to attempt informal resolution first. However, if informal steps are not possible, not appropriate, or have not resolved the issue, this form may be used to begin the formal procedure.

Name:..... School:.....
Job Title:..... Email:.....
Line Manager:..... Email:.....
Name of Representative:.....
Email/Contact No:.....
1. Provide a brief outline of the nature and reason for the grievance:

2. I have discussed this matter informally with my line manager and/or senior manager

(if appropriate) but I am still dissatisfied because:

3. What specific action would you like taken in order to resolve this issue?

4. Please give names of any witnesses who may be able to offer further information.

5. I am prepared to consider mediation prior to invoking this formal stage?

Yes NO (Please tick)

If you are not prepared to consider mediation, please explain your reasons if you are able to do so:

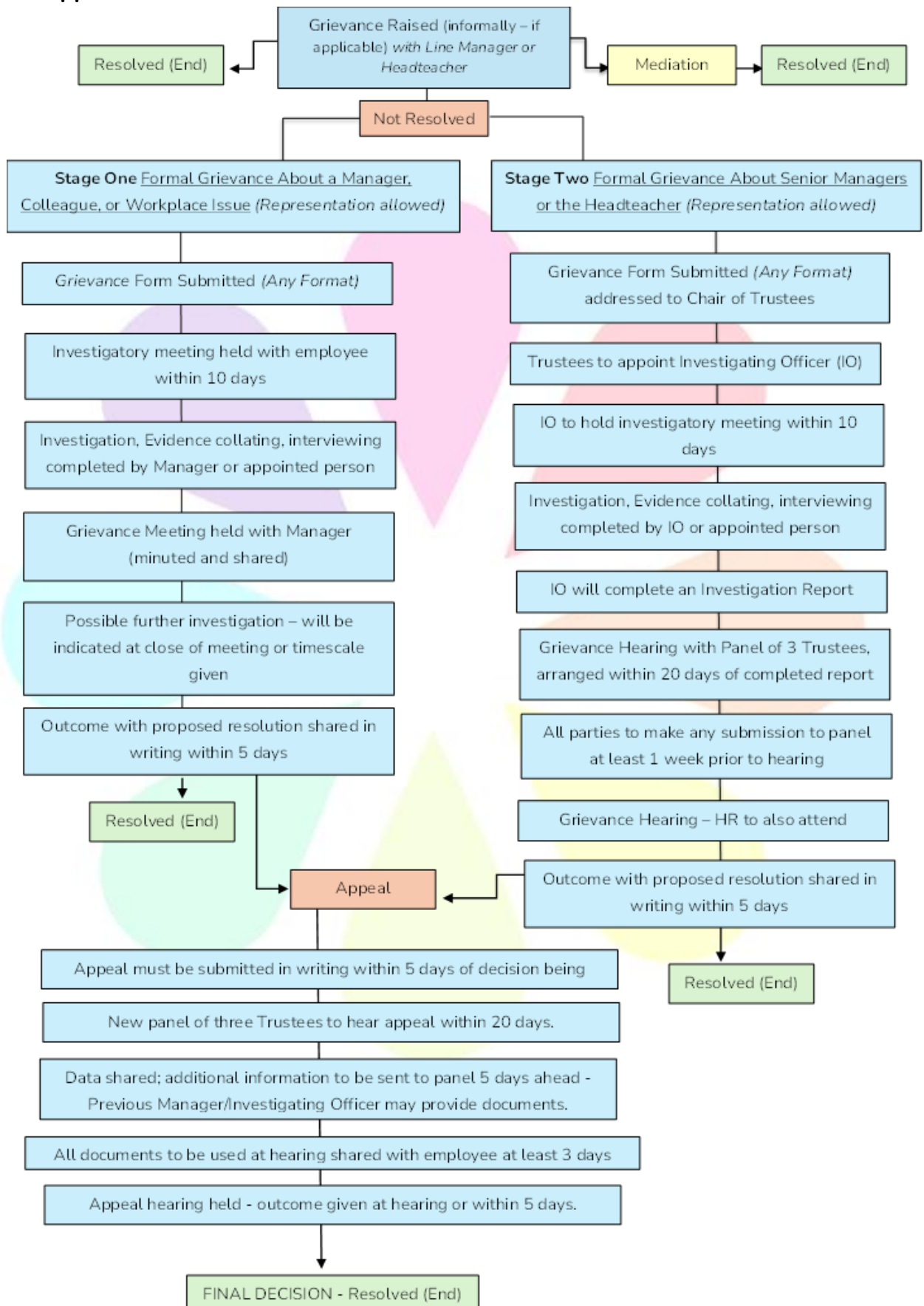
Preferred communication method: Written Verbal Visual (e.g. diagram/mind map) Other (please specify):

Signed:..... Date:.....

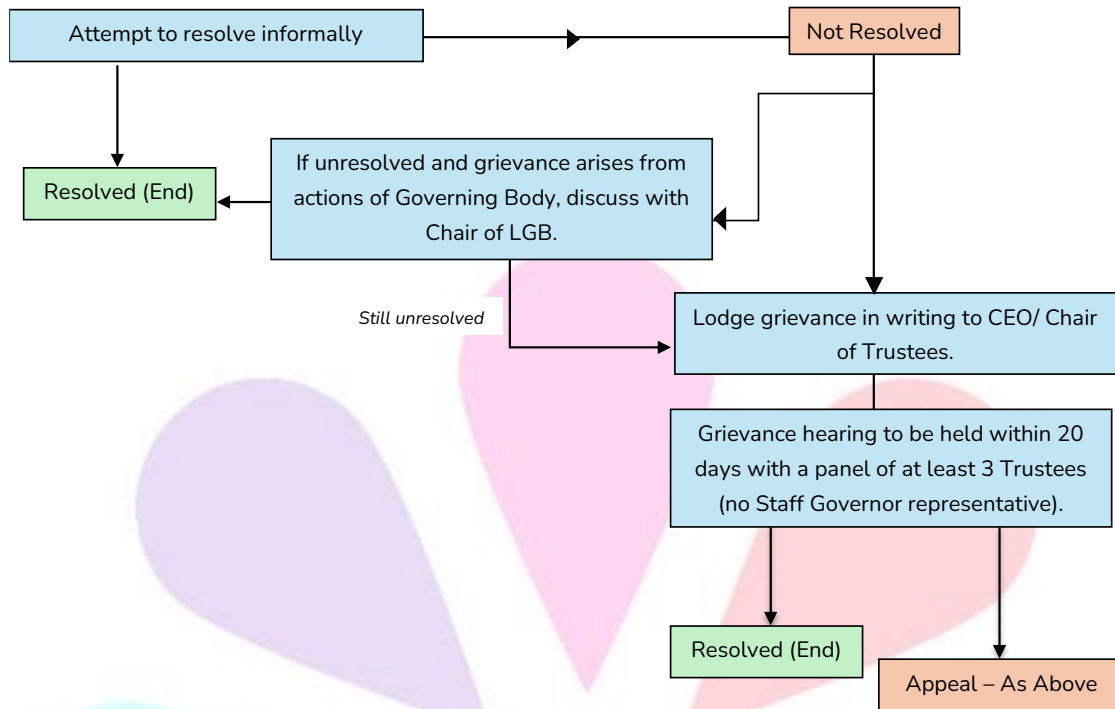
Empty rectangular box for content.



11. Appendix 2 – Procedure Flowchart



If a Headteacher has a grievance:



12. Appendix 3 - Bullying & Harassment - Guidance & Definitions of unacceptable behaviour

Unacceptable behaviour can generally be described as bullying or harassing language and behaviour that is unwanted and which a person finds intimidating, embarrassing, humiliating or offensive; this can include any postings made on social media.

An individual may be exhibiting this language or behaviour consciously or unconsciously, (i.e. they may or may not be intending to bully/harass). However, the intention or non-intention to bully/harass should not be the determining factor in assessing whether or not someone has been exposed to bullying/harassment - it is the deed itself and the impact on the recipient that determines this.

More specific information concerning bullying and harassment is given below.

Bullying

Bullying is the use of language or behaviour either publicly or in private, which has the effect of threatening, humiliating, undermining or demeaning the recipient. Typically, it consists of a series of incidents that may be trivial in themselves but have a cumulative effect on the recipient. It may arise between individual colleagues, between a group of employees and a colleague or between a manager and a subordinate.

Bullying differs from harassment in that the focus is less likely to be on a specific feature of an individual, such as gender, race or disability, than on the competence, or alleged lack of competence, of the person being bullied.

Specific examples of bullying behaviour include:

- exclusion or victimisation of an individual;
- unfairly withholding information that has an impact on a person's performance;
- constant changing of work deadlines or work guidelines to specifically undermine an individual's effectiveness
- repeated accusation of making errors without justification;
- humiliating someone in front of others, or via a social media
- deliberately ignoring opinions/views of an individual;

- removing areas of responsibility without justification;
- verbal, physical threats or intimidation;
- copying memos that are critical about someone to others who do not need to know;
- overbearing supervision/excessive monitoring or work without justification;
- deliberately undermining a competent worker by overloading them;
- preventing individuals progressing by intentionally blocking promotion or training opportunities.

This is not an exhaustive list.

Harassment

Harassment in general terms is unwanted conduct affecting the dignity of men and women in the workplace and includes any verbal or physical abuse, unwanted behaviour or advances. This would also include any form of non-verbal harassment such as harassment via e-mail/text/social media. The actions or comments are viewed as demeaning and unacceptable to the recipient.

Harassment can occur on the basis of any of the protected characteristics defined in the Equality Act 2010, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Harassment related to these characteristics may include verbal abuse, exclusion, stereotyping, offensive jokes, or any other unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Specific examples of what could be viewed as harassment in relation to these attributes include:

- demeaning/offensive remarks; displaying offensive/explicit material;
- inappropriate/abusive language;
- inappropriate stereotyping resulting in employment opportunities not being offered to an individual;
- exclusion from workplace talk/activities;
- offensive jokes;

The Trust is committed to investigating and addressing all forms of harassment and discrimination, whether intentional or unintentional, and will take appropriate action to protect staff and uphold legal and ethical standards.

Failure to implement reasonable adjustments

A failure to consider or implement reasonable adjustments - such as changes to working hours, environment, communication methods, or support arrangements - may constitute indirect discrimination under the Equality Act 2010. Staff who experience barriers due to unmet adjustment needs are encouraged to raise concerns through the grievance procedure. The Trust is committed to reviewing such concerns sensitively and in consultation with Occupational Health, HR, and relevant professionals.

Advice and Support

Any member of staff who believes they are experiencing bullying or harassment may seek advice and support through various options. This includes established channels to seek advice and support (e.g., through their line manager, or trade union representative).

Members of staff may also choose to seek professional support through the Trust's Occupational Health arrangements. This allows members of staff to discuss problems with a qualified counsellor. This service may also be helpful to members of staff against whom an allegation of bullying or harassment has been made.

Seeking advice and support through any of the channels described above enables members of staff to discuss problems in confidence, to help them decide if they are experiencing bullying/harassment and to discuss any possible strategies to cope with what they are experiencing (for example, approaching a bully/harasser to inform them that their behaviour/language is upsetting, keeping a diary of incidents and confiding in another party for support or information as to how to make a complaint).

Other assistance is available online and through contacting helplines that have been established by external organisations/charities:

Bullying UK (part of Family Lives): Confidential helpline run by the UK charity dedicated to tackling workplace bullying. Helpline: 0808 800 2222. Website: <https://www.familylives.org.uk/browse/31063>.

Education Support: Offers free, confidential support to anyone working in education. Helpline: 08000 562 561. Website: www.educationsupport.org.uk

Equality Advisory and Support Service (EASS): Offers free advice on discrimination and human rights, including age-related harassment under the Equality Act 2010. Helpline: 0808 800 0082. Website: www.equalityadvisoryservice.com

Galop: National LGBT+ anti-abuse charity offering emotional support, guidance and help to explore what options may be available to anyone aged 18+ who is experiencing or has experienced violence and abuse. Helpline: 0800 999 5428 (Monday to Friday). Website: www.galop.org.uk

Mind: Offers mental health support and guidance, including for those affected by workplace stress or harassment. Helpline: 0300 123 3393

National Bullying Advice Line: Confidential helpline dedicated to offering support and advice to individuals who believe they are being bullied at work. Telephone: 0845 225 5787 - Open from 9am to 5pm Monday to Friday. Website: www.nationalbullyinghelpline.co.uk/employees.html

Stand Against Racism & Inequality (SARI): Provides free and confidential support to anyone facing hate crime or racial harassment. Helpline: 0117 942 0060. Website: <https://saricharity.org.uk/>

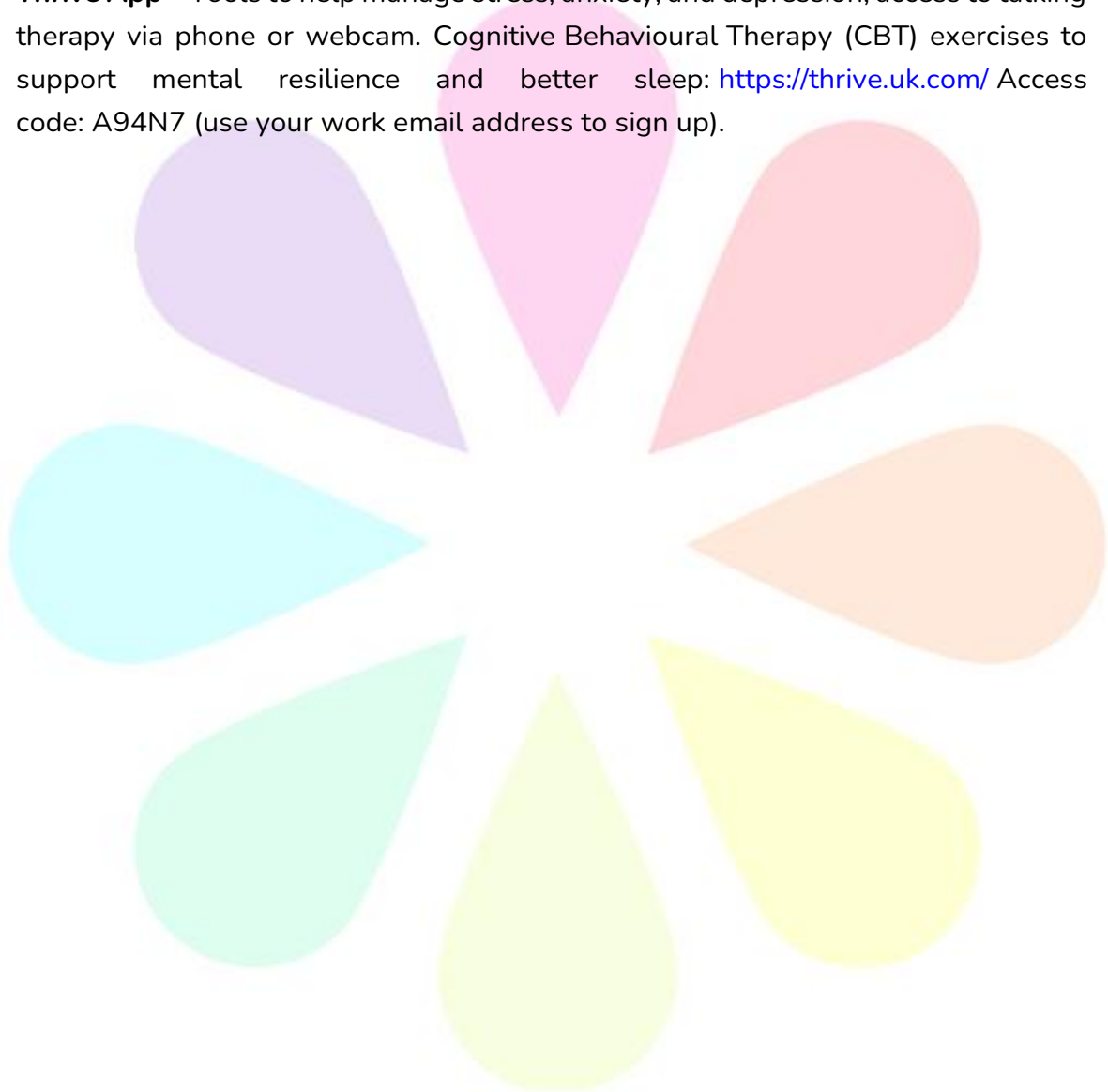
Samaritans: Dedicated to preventing suicide and supporting individuals affected by it. Call 116 123. www.samaritans.org/about-samaritans/our-organisation/what-we-do/

NAHT Stress Counselling Helpline: 0800 917 4055)/NAHT Teacher Line (Tel: 0300 30 30 333.

Trust Resources

SimplyHealth – Spectrum.Life offer 24/7 in-the-moment emotional support to give you quick and easy access to mental health and wellbeing support, whenever you need it. Login to your SimplyHealth account (via Reward Gateway – <https://specialpartnership.rewardgateway.co.uk/MyRewards>) to access this support.

Thrive App - Tools to help manage stress, anxiety, and depression, access to talking therapy via phone or webcam. Cognitive Behavioural Therapy (CBT) exercises to support mental resilience and better sleep: <https://thrive.uk.com/> Access code: A94N7 (use your work email address to sign up).



13. Appendix 4 – Dealing with Bullying & Harassment: Processes and Strategies available to Trustees/Governors

Members of staff, members of the Governing Body and Trustees, may encounter bullying or harassment by pupils/parents/the public in the course of their work. Anyone experiencing such behaviour can expect the active support of the Governing Body, Headteacher, CEO of the Trust or appropriate senior member of staff to address the situation.

The Trustees are committed to protecting members of staff whilst at work and to that end must seek to identify potential areas where members of staff may be vulnerable and to reduce the associated risks. Failure to do so could constitute a failure in the Trust's duty of care to members of staff.

Members of staff complaining of bullying or harassment by pupils/parents/the public should report the matter to the Headteacher. What action is taken will be a matter of management discretion. The complainant's perception of what has occurred will be taken fully into account when reaching a decision.

Members of the Governing Body who feel they are experiencing bullying or harassment by pupils/parents/the public should report the matter to the Chair of Trustees.

Bullying of Pupils/Parents/the Public by Members of Staff

Bullying/harassment of pupils/parents/the public by members of staff will be dealt with under the School's Disciplinary Procedure.

Bullying/Harassment Outside of Work

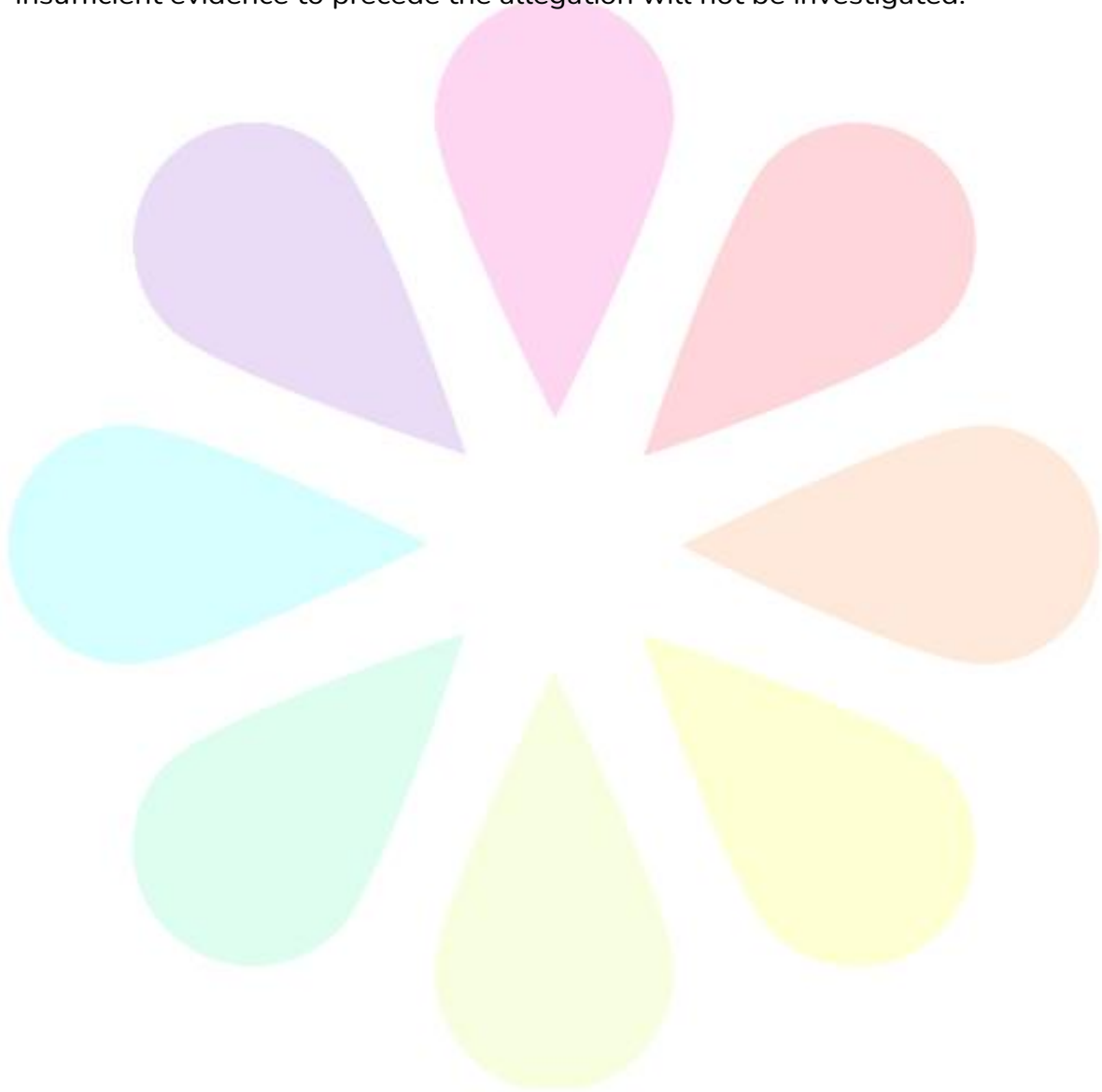
Where bullying/harassment takes place outside of working hours but is in some way linked to a working relationship, members of staff and the Governing Body are still entitled to raise the issue and make use of the informal or formal procedure of this policy.

Criminal Offences

If a criminal offence such as harassing phone calls, physical assault or indecent exposure takes place in the workplace, nothing in this policy is intended to prevent or dissuade an individual from contacting the police.

Anonymous Allegations

This policy and procedure encourages members of staff to put their name to complaints. Anonymous allegations are difficult to substantiate/prove and will only be investigated further where there is a serious allegation, which is linked to the categories listed in relation to the Whistleblowing Procedure. If there is insufficient evidence to precede the allegation will not be investigated.



14. Appendix 5 - Mediation

Mediation can provide an early informal process for resolving conflict between staff by involving an independent impartial person who will help two individuals or groups reach an acceptable and realistic solution.

The aim is for mediation to be the first choice for resolving conflict, making the use of formal grievance procedures unnecessary, or a last resort. The advantage of mediation is the range of possible outcomes and the flexibility that it offers both parties, taking into account the fact that, very often, both parties must continue to work together on a daily basis.

Mediation is a highly effective method of resolving grievances, when the issue has not been resolved by informal discussion. It is strongly recommended that mediation is used before proceeding to the formal grievance procedure.

Refusal to participate in mediation will not bar employees from invoking the formal Grievance Procedure but it is recommended as a useful and constructive way of resolving issues, especially as both parties will usually have to remain working together at the end of the process.

Principles of Mediation

Mediation is a voluntary process which seeks to resolve complaints at an early stage and to provide an opportunity for the respective parties to discuss and search for alternative solutions together. It requires the individuals to take responsibility for the consequences of their decisions. In this respect it is an ideal way of addressing issues before formal grievance processes are put into place. Mediation may also be used during the formal process of grievance resolution providing all parties agree to this approach. Mediation is not prescriptive. It helps the parties involved to make progress in resolving their differences. It does not make judgments or determine outcomes.

How does Mediation work in practice?

A mediator will usually meet the parties separately, perhaps more than once and then bring the parties together. At the separate meetings the Mediator will ask questions to establish the nature of the complaint and any underlying causes. They will also explain their role, the rules of confidentiality, the steps in the mediation process and ask if the parties have any ground rules they wish to

put forward for the joint meeting.

At the start of the joint mediation meeting the mediator will remind the parties of the mediator's role, mediation process, confidentiality and any agreed ground rules. The mediator will help facilitate the discussion between parties and get people talking and listening and support them in reaching a joint agreement.

Part of the mediator's role is to help the parties explore the perceptions each individual or group has of the conflict - getting behind the emotion and focusing on the key issues and concerns. The mediator will help the parties identify the critical issues and barriers to resolution and facilitate discussion in order for the parties to identify practical solutions.

Mediation Meetings

The mediator will arrange a suitable venue and make arrangements for the parties to attend in a confidential and secure manner. The mediator will welcome the parties, set the scene and check that all parties are still willing to proceed with the mediation session. They will agree the ground rules and clarify the areas of conflict. Both parties will be given the opportunity to state their point of view and to be fully heard. Open and honest communication between parties will be encouraged, with the aim of resolving their conflict and building effective future working relationships.

Mediation will seek to achieve:

- Options
- Solve problems or resolve conflict
- Constructive agreements
- Disclosures during the mediation meetings

In the event that any party involved in the mediation process discloses personal information which suggests that further intervention or support could be helpful, then the mediator will discuss this in confidence with the individual involved and, by agreement, arrange for follow-up by an appropriate representative from the school management team or Governing Body.

Outcome

The mediation will conclude when all parties have agreed that they have a clear understanding of the issues and what has been agreed. If a resolution has been reached, a written agreement will be drawn up for both parties and the mediator to

sign. This is not a legal document and will be written in clear simple language. If the issue has not been resolved, then recourse can be made to the Grievance Procedure.

Documentation

Any notes prepared by the mediator will be destroyed at the conclusion of the process and will not be disclosed to any of the parties who are the subject of the mediation or any 3rd parties for whatever reason. The only documentation retained will be copies of the agreement as signed and retained by the two parties. The mediator does not keep a copy of the written agreement.

Confidentiality - No disclosure at future stages

In the event that the matter is not resolved through mediation and the complaint progresses to a formal grievance, no information from any part of the mediation process will be disclosed.

Follow up Meetings

The parties will agree follow up meetings as deemed necessary. It is usual to have only one follow up meeting with the mediator.