



King's College School
The British School of Madrid

La Moraleja

Grievance Procedure Policy

Introduction

The Grievance procedure embodies the principles of Fair Treatment of Employees. It allows you to raise formally any concerns you may have about the way you have been treated at work.

- If you initiate the Grievance Procedure you have the right to be accompanied by a colleague. This colleague is there to provide support and, if appropriate, to help you to present your case.
- Any grievance not settled within the stated time period without good cause will automatically move up to the next level.

Procedure

Level 1

If you are unhappy about any circumstances of your work, conditions, or feel that you have been discriminated against in any way, you should raise the matter with your Head of Department.

Your Head of Department will arrange a meeting for you to state your case. This meeting should take place within three working days of receipt of your complaint. Your Head of Department will give you his or her decision, in writing, within three working days of the meeting.

Level 2

If you are not satisfied with the decision you should request, in writing to your Head of Department within three working days that the grievance be passed to the Headteacher.

The Headteacher will be given all the relevant information by your Head of Department and a meeting will be arranged for you to state your case within five working days of the Headteacher receiving the request.

Your Headteacher will give you her decision, in writing, within five working days of the meeting.

Level 3

If you remain dissatisfied, you should notify your Headteacher, in writing within three working days of receiving the Headteacher's decision, who will arrange for your grievance to be heard by an appointed member of the Board of Governors.

The Governor is given all the relevant information and arranges a meeting for you to state your case within seven working days of receiving your letter. The Governor will give you his or her decision, in writing, within ten working days of the meeting. This decision is final.



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