



Campbell Harris Tutors Ltd

Grievance Procedure

1. Purpose

This procedure is designed to help both the Company and our staff deal with grievance issues in a fair and consistent manner. It has been implemented following consultation with all employees.

As a business our expectation is that all of our staff will behave in a manner which is consistent with good business practice and common sense. However, should grievance issues arise they will be handled in accordance with the provisions set out in this procedure.

This procedure applies to all employees irrespective of their length of service, status or number of hours worked, and applies equally to grievances raised during employment or following the termination of employment:

This procedure is non-contractual in effect and does not form part of normal terms and conditions of employment. The Company reserves the right to change the terms of this procedure from time to time and to introduce a replacement procedure as may be required.

2. Informal grievance

The Company recognises that many issues that arise can be dealt with informally between the individuals concerned. However, if an employee has concerns which relate to his or her manager, or if the employee has not been able to resolve any issues informally, the formal grievance process should be followed.

3. Formal grievance

Employees should set out the nature of their grievance in writing and submit it to the Principal. If the grievance concerns the employee's manager, the grievance should be submitted to the Principal.

Employees should include as much detail as possible in their written grievance including full details of the concern that the employee has, the names of relevant individuals, and the dates that relevant matters took place. Employees should also state that their written complaint is a formal grievance that they wish to have considered in accordance with this policy.

4. Process

Once an employee has lodged a written grievance in accordance with this policy, he or she will be invited to an initial grievance meeting which will normally take place no more than five working days after the date on which the grievance was raised.

Employees must take all reasonable steps to attend the grievance meeting. If the employee or the companion are unable to attend a meeting suggested by the Company the meeting will be scheduled for another date.

For simple grievances, it may be possible to provide an outcome at the initial grievance meeting outlined above. However, it may also be necessary to delay the hearing of the grievance in order that an investigation can be undertaken. Please see below for further details on the investigation process.

At the grievance meeting the Company will discuss all aspects of the concerns raised with the employee, examine relevant evidence and will also discuss the outcome that is sought by the employee.

Employees may be accompanied to any grievance or grievance appeal hearing. Please see below for further details on the right to be accompanied.

Following consideration of all relevant issues, the employee will be informed in writing of the Company's response to the grievance without unreasonable delay. Should the employee disagree with the Company's findings, an appeal may be raised on the basis set out below.

5. **Appeals**

In the event that an employee wishes to appeal, he or she should do so in writing within 5 working days of the date upon which the grievance outcome was confirmed.

Any appeal should be addressed to The Chair of Governors and should set out in detail the basis for the appeal. Once The Chair of Governors has received the letter of appeal, it will arrange for an appeal hearing to take place without unreasonable delay and at a convenient time and place.

The employee may be accompanied to the appeal hearing by a colleague or a trade union representative.

In the event that the appeal letter raises fresh issues The Governors may decide to undertake investigation into those issues prior to the appeal hearing. If so, the employee will be informed of that fact.

It is open to the person hearing the appeal to dismiss it, uphold it, or to suggest such other outcome as is appropriate. The decision reached will be communicated to the employee in writing without unreasonable delay following the appeal hearing.

In the event that the employee's appeal is dismissed, there will be no further right of appeal and the grievance process will be at an end.

6. **Investigation**

In the event that a grievance is raised, the Company will ordinarily undertake a process of investigation prior to proceeding with a full grievance hearing.

As part of a process of investigation the Company may meet with witnesses, take statements, review documents or carry out such other actions as it feels may be appropriate in order that the grievance can be properly considered.

No findings will be made during the investigation process, and the aim will be to establish the facts upon which findings can be made at any subsequent grievance hearing.

It is possible that during a grievance hearing it may become clear that further investigation is required. If so, the grievance hearing will be adjourned pending the conclusion of such further investigation.

The person undertaking the investigation process will not normally have any other involvement in determining the grievance, and will not normally make findings on the allegations raised against the employee.

Employees will not normally have the right to be accompanied to an investigation meeting. However, where employees may have difficulty in understanding the issues to be discussed due to a disability or a lack of understanding of English, then they may bring a companion to assist them.

7. Right To Be Accompanied

An employee has the right to be accompanied to any grievance or grievance appeal hearing under this procedure. The companion may only be a trade union official or a colleague of the employee.

The employee must inform the Company of the name and status of their proposed companion in good time ahead of the relevant hearing.

The companion may not answer questions on behalf of the employee, but may explain or summarise the employee's case.

In the event that the companion is unable to attend the date set for a hearing, then the hearing may be postponed by up to 5 working days.

Reviewed May 2026