



Grievance Policy

Introduction

The grievance procedure is intended as a tool by which a learner or employee may formally relay a grievance or concern, regarding any element of their employment or learning.

In the event of an individual wishing to raise a grievance, timescales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed by both parties. The point of this policy is to allow individuals to raise any concern or grievance as a first step and gain a satisfactory outcome by discussing matters informally and openly.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with under a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with under a separate procedure.

Equality & Diversity

Debut is committed to promoting positive measures that eliminate all forms of unlawful or unfair discrimination on the grounds of age, marriage and civil partnership, disability, race, gender, religion/belief, sexual orientation, gender reassignment and pregnancy/maternity or any other basis not justified by law or relevant to the requirements of the post.

Debut will therefore take every possible step to ensure that this procedure is applied fairly to all employees or learners regardless of their protected characteristics or any other basis not justified by law, length of service, whether full or part time or employed under a permanent or a fixed term contract or any other irrelevant factor or specific course the learner is undertaking.

Grievances or concerns should be notified directly from the individual themselves so that the matter is relayed straightforwardly rather than a third party. We will allow alternative representation regarding a grievance or concern if the individual is under 18 and wishes her parent/guardian to relay concerns on her behalf. We will also be open to a third party to support an individual regarding a grievance if, for example, they are an ESOL or have learning difficulties and opt for support from a friend/relative to relay matters on their behalf. They would still be required to participate in any grievance meetings in person, even if there is a third party involved.

Grievances and concerns cannot be investigated if matters raised are done so anonymously. This is because we need to speak directly to the individual who has concerns to ask pertinent questions relating to their grievance(s) so that specific facts are known and recorded before we can proceed with this policy's guidelines.



Role of all employees

It is essential that employees maintain good working relationships with their managers so that if they do not agree with a matter relating to their employment, they have a foundation on which to approach their manager to discuss their concerns at an informal level.

So that managers can improve their employee's working lives they need to be aware of issues that are of concern to them. Employees should always try and resolve their grievance using the informal process first; this is to give their manager the opportunity to address the problem at an informal level.

If attempts to resolve the grievance informally are unsuccessful or the matter is considered too serious to discuss informally, the employee should raise the issue formally in writing to their line manager. If at any time the employee is unsure of the process for raising grievances or of their responsibilities, they should contact their manager for advice and support. If the grievance concerns their line manager, the employee should approach the next level line manager/Head of Department.

Role of Managers

As employees, managers should also observe the responsibilities as set out above. It is important for managers to maintain good, open working relationships with their employees so that if a grievance occurs an employee will feel comfortable and willing to speak to their line manager to resolve the issue on an informal basis.

When staff raise an issue, concern or grievance on an informal basis it is important that managers take the matter seriously and consider all factors. It is worth considering that for a member of staff to raise a grievance, albeit informally, they are likely to be genuinely concerned about the matter and for many employees, taking out a grievance can be daunting and often stressful so failure to give them due regard and consideration will likely lead to further distress and possibly a formal grievance. If a manager receives a grievance, they must follow this procedure and any associated good practice guidance fairly, consistently and without unreasonable delay.

If managers require assistance in managing informal grievances, they are encouraged to seek the advice of an HR team or Debut Senior Management. All copies of documentation, including emails, related to the grievance (whether formal and informal) should be securely retained and upon completion of the case. Managers are responsible for ensuring that any action or decisions taken under the Grievance Policy are fair, reasonable; proportionate and justified given the specific circumstances of the situation. Additionally, decisions should be taken in accordance with other linked policies and procedures, good practice guidance and employment legislation.

Grievances relating to learners



Stage 1

A learner who has a grievance or concern should raise the matter as follows:

- 1) with their class tutor immediately either verbally or in writing (using Appendix 1) to this policy. If the matter itself concerns the tutor, then this should be raised with the following staff instead:
- 2) Charlotte McHiggins (Head of Teaching & Learning) or
- 3) Zoe Jones (Head of Apprenticeships) – if relating to apprenticeship programmes or
- 4) Linda Edwards (Center Manager) or Carla Hales (Director) or Kersti Harding (Director) if one of the prior options above have been pursued

The staff member who is the first or additional contact regarding a grievance or concern must record the matter fully, which may include having separate meetings with other individuals (if named or involved).

If an employee has a grievance or concern this should be raised with their Line Manager. If the matter is unable to be resolved at this time, then a formal written grievance or complaint form should be submitted or depending on the nature of the grievance, the complaints procedure can be followed from this point.

Stage 2

If the written grievance route is chosen by an individual to be followed, then a formal written grievance form should be submitted (see appendix 1). The nominated person(s) as above will then respond within 10 working days (i.e. the nominated person's normal working days) to arrange for a meeting unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the decision will be relayed, and who to appeal to if still aggrieved.

In most instances the Company would expect the nominated person(s) decision to be final and for the matter to an end. However, in some circumstances the learner or employee may remain aggrieved and can appeal against the decision of the nominated person concerned.

The appeal, to the person next in line, must be made within five working days of the original response of the grievance. This appeal must be in writing and clearly outline grounds for appealing.

Stage 3

There will be a final level of appeal meeting which will be arranged as soon as practically possible. The purpose of this meeting is to discuss the grievance or concern(s) in detail, the decision taken at the previous stage and the resolution sought by the employee, along with any other relevant factors.

The meeting will run as at Stage 1 however the manager taking the decision at Stage 1 will provide a written response and also attend the meeting to outline their decisions and respond to the individual's point of appeal. The decision of those involved in any Final Stage Appeal panel is the final stage and concludes the grievance process. There is no further right of appeal.



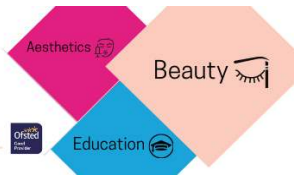
Please refer to Debut’s linked policies below for additional information or guidance regarding this Grievance Policy:

- Academic & Vocational Appeals Policy
- Apprenticeship Expectation Policy
- Access to Fair Assessment Policy
- Academic Work Completion & Plagiarism Policy
- Anti-Bullying, Harassment & Victimisation Policy
- Grading, Academic Standards and Feedback Policy
- Code of Conduct – Learners Policy
- Code of Conduct – Staff Policy
- Complaints Policy
- Disciplinary Policy
- Employer (Work Based) Support & Expectation Policy
- Equal Opportunities & Inclusion Policy
- Quality Policy
- Standards Moderation Policy
- Teaching & Learning Policy
- Whistle Blowing Policy

Policy Revision

Issue 06 - Updated June 2023

Revision Date – June 2024



Appendix 1

To:		From:	
Date:		Tutor/Line Manager:	

I wish to take a formal grievance out against:

In line with the Company Grievance Procedure, the details of my grievance are shown below:

Signed:	
---------	--