

DISPUTE RESOLUTION – GRIEVANCE POLICY FOR TEACHING & SUPPORT STAFF IN SCHOOLS

**Managing Workplace Relationships
Effectively**

Dispute Resolution – Grievance

Scope

The main aim of the Dispute Resolution approach is to enable working relationships to be managed effectively and to ensure that an early intervention approach is adopted for dealing with disputes or grievances at work. Working with all internal partners, disputes can be resolved quickly, making use of a range of approaches including discussion, mediation, coaching, team briefings and further training as well as more formal investigation.

Outcomes

1. Disputes are addressed at an early stage using an early intervention approach. The frequency of long formal investigations should reduce.
2. Employees are expected in the first instance to try to resolve the issue directly. Where this does not resolve the issue the employee should raise their dispute with their line manager or the Head Teacher if the complaint is about their line manager. In a circumstance where the complaint is about the Head Teacher this *should be raised* with the Chair of Governors.
3. Where serious situations arise which involve possible discrimination, victimisation, bullying or harassment then the School can contact Human Resources to ensure that matters are dealt with in line with *the dispute resolution approach*.
4. The expectations of all concerned will be managed throughout.

Supporting Documents

- Dispute Resolution – Grievance Procedure
- Employee Support Pack

Note: This document replaces the previous Grievance and Dignity at Work Policy and Procedure.