

# International British Theatre School

## Staff Grievance Policy

At the [International British Theatre School](#), we aim to have a team of well-motivated, highly skilled, and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the [School](#). When such issues arise, we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work at the [International British Theatre School](#) and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our [Safeguarding policy](#). If the concerns relate to malpractice or wrongdoing with regards to the running of the [School](#), the staff member should follow the procedure set out in our [Whistleblowing policy](#).

### **Stage 1: Informal grievance procedure**

In the first instance the member of staff should raise the issue with the manager. If the grievance is relatively minor, the manager will try to resolve the matter through informal discussions.

### **Stage 2: Formal grievance procedure**

#### ***Grievance statement***

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

#### ***Grievance meeting***

Within 2 working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within 10 working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. [International British Theatre School](#) will be represented by [Ben Whiteside](#) and the relevant club or camp leader.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged.

## **Outcome**

[Ben Whiteside](#) will determine the outcome of the grievance. They may reject the grievance or may uphold the complaint and identify what steps will be taken to resolve it.

Within 2 working days of the grievance meeting, [International British Theatre School](#) will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

## **Appeals**

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within 5 working days, stating their grounds for appeal. The appeal will normally take place within 10 working days of receiving the written request for an appeal. Where possible, a club or camp leader or other senior employee who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. The member of staff has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, [International British Theatre School](#) will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from ACAS, other professionals, and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

## **Overlapping grievance and disciplinary cases**

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, if the grievance and disciplinary cases are related [International British Theatre School](#) may choose to deal with both issues in parallel.

## **False or repeated grievances**

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary and legal action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome, or withdrawal of the original grievance.

Staff must detail a grievance within 12 months of their contract. Any grievance raised after a 12-month period will not be upheld.

## **Related policies**

See also our [Safeguarding Policy](#), [Whistleblowing Policy](#), [Staff Disciplinary Policy](#).

This policy was adopted by: <a href="#">International British Theatre School</a>	Date: 31.10.2024
To be reviewed: 31.10.2025	Signed: <a href="#">Ben Whiteside</a>

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Staff qualifications, training, support and skills [3.20 3.23]*.