



The Bauer Academy Grievance Policy

Maintaining this document is the responsibility of: Heidi Walker, Quality Manager, Bauer Academy

This document will next be reviewed on 03/12/21

Policy aim: This policy outlines how Bauer Academy staff can raise legitimate concerns relating to their employment and also how Bauer Academy learners can raise concerns relating to Bauer Academy staff.

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1. Introduction

It is the Company’s policy to encourage open and free communication between staff and their line managers to ensure that questions and problems relating to employment are freely aired and, where possible, resolved informally as quickly as possible.

However, the Company recognises that from time to time employees may have legitimate complaints relating to their employment. It is a statutory right of every member of staff with a grievance to have access to a formal procedure to redress it.

The Company therefore has a formal procedure for grievances which cannot be resolved by informal discussion. This is followed in all constituent companies as set out below.

At all meetings relating to the Grievance Procedure the employee may be accompanied by a colleague employed by the Company or a trade union official.

2. The Grievance Process

2.1 Stage One - Informal

If you have a grievance you should first raise it verbally with your line manager indicating that this is the informal stage of the grievance procedure. The line manager will then give a realistic time frame within which a response will be given. Any time frame that is given must be adhered to or amended by mutual agreement. Normally this should not exceed five working days.

The line manager will investigate the grievance and discuss all aspects of the matter with you and, if appropriate, others directly concerned, to ascertain how best to resolve the situation, and then respond by the agreed date.

If the grievance is not satisfactorily resolved at Stage One, you may progress the grievance to the next stage.

Should a grievance involve personal or sensitive issues that you consider would be inappropriate to raise directly with your line manager, advice should be sought directly from HR or another appropriate manager at the same level of management on how your grievance should be dealt with. You can proceed directly to Stage Two at any time.

2.2 Stage Two - Formal

An unresolved grievance should be raised as soon as possible with the next level of management. This must be in writing and state your grievance. The next level of management will acknowledge receipt and set a time frame in which to respond. This manager will independently review the nature of the grievance with you and, if appropriate, others directly concerned. A meeting will be held at which you may be accompanied by a work colleague employed by the Company or a trade union official. An independent note taker will also be present. They will communicate their decision by the agreed date, and give recommendations for resolving the grievance in writing.

If the complaint is not satisfactorily resolved at Stage Two, you may progress the grievance to the final stage by writing to a director as soon as possible.

2.3 Stage Three - Appeal

The director will conduct an independent review of all aspects of the grievance. A meeting will be held at which you may be accompanied by a work colleague employed by the company or a trade union official. An independent note taker will also be present.

A decision will be communicated in writing to you. This decision will be final and the grievance procedure will be deemed to be exhausted.

The Company reserves the right to amend the Grievance Procedure as and when it considers it appropriate.

3. Public Interest Disclosure (“Whistleblowing”)

Should you have any reasonable concern about malpractice or wrongdoing by the Company or anyone who represents the Company in any capacity, in the nature of a criminal offence, failure to comply with a legal obligation, miscarriage of justice, danger to Health and Safety, or damage to the environment, this should also be addressed through the grievance procedure. Should you reasonably have cause to be dissatisfied with the outcome of this internal procedure or you wish to remain anonymous, you may address the matter internally to redflag@baueracademy.co.uk

Such disclosure will be treated in the strictest confidence and is protected by law.

If you have genuine cause for concern, the Company will:

- treat you fairly and with respect,
- listen seriously to you,
- maintain your confidentiality wherever possible,
- investigate the matter promptly, as appropriate, and
- Report back to you about the outcome of any investigations.

The Company guarantees that no detrimental action (dismissal or otherwise) will be taken against you in respect of such protected disclosures should you follow the above procedure.

Additionally, the Bauer Academy will provide learners with clear channels to report any concerns or wrongdoing by its staff. These will be communicated to learners via their IAG (information and guidance) 'Z' cards that are provided to learners at the start of all programmes and also via the '4 C' cards given to each learner after every workshop. This will be a bespoke email address 'redflag@baueracademy.co.uk' and will be monitored by the Quality Manager on a daily basis.

4. Review Arrangements

The policy and arrangements will be reviewed annually by the Internal Quality Manager and the Bauer Academy Director.

Review date:	Comments:	Sign	Date Modified:
1. 03.12.20			
2. 23.03.21			
3.			
4.			