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1. **POLICY**

The British Academy (The Academy) is committed to providing a fair, safe and productive environment at its School, where grievances are dealt with in a transparent and equitable manner. An essential part of developing that environment is ensuring that members of The British Academy (students, staff and parents) and the public are encouraged to come forward with their grievances in the knowledge that The Academy will take appropriate action to resolve those grievances.

This policy outlines the intent and procedures to be followed by students, staff, parents and other members of the community with regard to the reception, investigation and the achievement of a transparent and equitable grievance lodged against The British Academy or its staff.

1.1 **Scope**

This policy applies to the Board of The British Academy, Principal, all staff, students and parents of The British Academy

1.2 **Principles**

Guiding The Academy in responding appropriately to grievances are the following principles:

- The Academy is open to the concerns of staff, parents, students and the public
- Grievances are received in a positive manner
- Complainants can expect to be taken seriously and can approach any member of staff about their concerns
- Information about how to lodge a grievance is clear and readily available
- Grievances are dealt with speedily and complainants are kept informed about progress
- It is not acceptable for students to receive adverse treatment because they or their parents have raised a complaint
- It is not acceptable for staff members to receive adverse treatment because they have raised a complaint
- A confidential log of grievances is kept
- Confidentiality is respected and maintained so far as this is possible
- Resolution of the matter is sought
- Staff training covers the handling of complaints
2. **DEFINITIONS**

**Grievance:** means a formal objection or complaint made on the basis of something believed to be wrong, unfair, offensive, misleading, unlawful or of poor quality. A grievance may be about the conduct of a person enrolled at, or employed by, The Academy; about specific practices and policies of The Academy, or about The Academy generally. A member of staff, student, parent, carer or member of the public, may lodge a grievance.

**The Board:** means The British Academy Board of Directors.

**The Principal:** the person appointed as such, who reports to the Board of Directors. The Principal of The Academy, students or others may report harm or suspected sexual abuse to the Principal.

**The Administrator:** the person appointed as such, who reports to the Principal of The Academy to whom complaints can be made about workplace safety issues.

**Complainant:** means the person making a formal objection or complaint to The Academy, which concerns The Academy. The complainant can be a member of The Academy (staff, student, parent or carer), or a member of the wider community.

**The British Academy:** means a school.

**Procedures:** steps taken by a complainant in lodging a formal complaint, and by a member of staff, Principal or Director in responding and seeking to resolve the complaint.

3. **ACCOUNTABILITIES**

3.1 **The British Academy Board of Directors**

The Board of The British Academy is responsible for approving school policy, including the Grievance Policy. It is responsible for the efficient and effective operation of the school, and appropriate legislative compliance. The Board is responsible for: reviewing the policy and procedures regularly or when necessary, in collaboration with the Principal, ensuring that staff, students, parents and the public is made aware of the policy and procedures, ensuring that appropriate training is provided to staff on how to manage complaints and act on the procedures.

3.2 **Principal**

Reporting to the Board of The British Academy, the Principal is responsible for establishing the administrative structure and responsibilities that manage and mitigate the risks associated with the Grievance Policy.

Identifying and seeking to prevent grievances arising in the workplace, acting as a referral in responding to serious and unresolved grievances, addressing those grievances in a timely and satisfactory way, referring grievances with legal and/or grave implications directly to the Board, maintaining a log of grievances and reporting to the Board on a regular basis.
3.3 Administrator

Reporting to the Principal, the Administrator of The British Academy is responsible for ensuring that the activities within their areas of responsibility comply with The Academy Grievance Policy. The Administrator or equivalent is responsible for:

- Identifying and seeking to prevent grievances arising in the workplace, acting as a referral in responding to grievances that remain unresolved, addressing those grievances in a timely and satisfactory way, referring grievances with legal and/or grave implications directly to the Board via the Principal.

3.4 Teaching and Support Staff

Reporting to the Principal, Teachers and Support Staff to whom all staff report are responsible for:

Identifying and seeking to prevent grievances arising in the workplace, acting as a referral in responding to grievances that remain unresolved, addressing those grievances in a timely and satisfactory way, referring grievances with legal and/or grave implications directly to the Board via the Principal.

4. GRIEVANCE PROCEDURE

4.1 Complaints by Students, Staff, Parents or Members of the Public about the Academy

The following procedure should be followed in cases of alleged workplace harassment, sexual harassment, discrimination, unlawful conduct, harm or suspected harm, abuse or suspected abuse, with the exception of 4.2 Special Cases:

4.1.1 The school policy is to encourage free communication between all parties concerned. Where possible these parties should endeavour to resolve issues directly between themselves informally before invoking the grievance procedure.

4.1.2 Where students, staff, parents, carers or members of the public feel aggrieved about something that has occurred at The Academy which they believe is wrong, unfair or misleading, they should make their complaint known to The Academy so that the problem can be properly resolved.

4.1.3 The complaint should be put in writing and sent to the Principal at The Academy.

4.1.4 The complainant is encouraged to identify himself or herself in the written complaint so that an appropriate response can be made. Responding to anonymous complaints will be at the discretion of the Principal.

4.1.5 If a complaint has been made to a member of staff and the staff member is unable to resolve the matter immediately and directly, the complaint will be referred to the Principal at The Academy.

4.1.6 Receipt of a written complaint by referral, email, hand delivery or through the post will be acknowledged within five working days.
4.1.7 The Principal at The Academy will sign the written complaint to indicate that he or she has read the complaint.

4.1.8 Where the grievance may have legal consequences, the complaint will be referred to the Principal and the Board.

4.1.9 The grievance will be recorded in a log by the Administrator and an investigation will be undertaken with a view of achieving resolution within two weeks of receiving the complaint. If the investigation takes longer, reports on progress will be made regularly to the complainant until a resolution is achieved.

4.1.10 During the investigation the Principal may seek interviews with the complainant and other relevant parties or witnesses, and a written record of meetings and telephone conversations may be produced and kept on file for future reference.

4.1.11 In taking any action, the Principal will ensure procedural fairness for all involved. This may involve informing the respondent of the allegations made by the complainant and providing the person with an opportunity to respond.

4.1.12 Procedural fairness may also involve taking action to ensure that students are protected from adverse treatment resulting from complaints lodged by them or their parents.

4.1.13 If the person making the complaint believes that the grievance has not been properly resolved by reference to the Principal, the matter can be referred to the Board. The Board will attempt to resolve the matter within two weeks of receiving the grievance and should follow similar procedures outlined for action by the Principal. All documentation, including the written complaint and other file notes, will be handed to the Board.

4.1.14 Addressing the grievance should produce the following outcomes:

a) The complainant gains a better understanding of the situation and no longer maintains the grievance

b) The complainant receives a verbal or written apology

c) The respondent receives a verbal or written reprimand

d) One or both parties agree to participate in some form of counselling or mediation.

e) Disciplinary action takes place where misconduct or unsatisfactory performance has occurred

4.1.15 Grievances sent directly to the Board will be directed to the Principal for advice and information, then tabled and discussed at a Board meeting.

4.1.16 Where the grievance involves the Principal, the matter is referred to the Chair of the Board. The Board should follow similar procedures outlined for action from steps 4.1.9.

4.1.17 The Board stage constitutes a judgement of the grievance. The Board may advise or require certain actions by either or both parties involved or the school. Failure to comply with any requirement could be seen as misconduct and would then be dealt with in accordance with the School Disciplinary Procedure.

4.2 Special Cases
Complaints made by students, staff, parents and members of the public relating to the following specific cases should follow the procedures outlined below:

(a) Where the grievance pertains to an allegation of harm or suspected harm committed against a student who is 18 years or younger, the matter must be referred to the Principal at The Academy.

(b) Where the grievance pertains to alleged unlawful conduct by a member of The Academy (e.g. sexual harassment, discrimination, vilification and possession of illegal drugs) the matter should be referred to the Principal who will report the allegation to the Board. Such allegations are serious and will be followed up with the relevant authorities. The Principal will deal personally with the allegation and report to the Board.

(c) Allegations of workplace harassment should be reported to the Principal at The Academy.

4.3 Addressing Anonymous Complaints

Staff, students, parents and members of the public lodging complaints should be encouraged to identify themselves, with the reassurance that their complaints will be handled confidentially, appropriately and without fear of retribution.

If a complainant wishes to remain anonymous, it is at the Principal’s discretion as to what action, if any, should be taken, depending on the nature of the complaint. Anonymous complaints should be recorded in the log.

4.4 Recording Complaints

The Principal and Administrator are responsible for maintaining a log of grievances by staff, students, parents and members of the public.

The log should contain the following information:

- date when the issue was raised
- name of complainant
- brief statement of issue
- what outcome would the complainant like to see
- location of detailed file
- member of staff handling the issue
- brief statement of outcome.

All staff should take confidential file notes when encountering or responding to grievances. These may be cross-referenced with other files as necessary. The files should contain simple but clear notes of all conversations about any source of complaint or dissatisfaction. There should be a clear statement about the cause and nature of the grievance.
5. REVIEW OF POLICY

The Board will ensure that this policy is reviewed annually, unless required earlier because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that workplace harassment is prevented and controlled.

The Board of Directors

Julie Avey
Carolyn Mowser
Nicholas Sudan
Bernard Tappin
To: ____________________________________________________________

Date: _________________________________________________________

Complainant’s Name: ____________________________________________

Relationship:  Student  Parent  Employee  Other

If Other, please state: ___________________________________________

Nature of Grievance: ____________________________________________

Date Grievance Reported: _______________________________________  

Date to be Resolved: ____________________________________________

Desired Resolution: _____________________________________________

Signed: ______________________ ________________________

Grievant’s Name Date

Receipt of Written Complaint

Signed: ______________________ ________________________

Principal Date

Complaint Logged

Signed: ______________________ ________________________

Administrator Date

Complaint Acknowledged

☐ Via E-Mail ☐ Via Mail ____________________________Date
FIRST STEP – THE PRINCIPAL

Comments or Additional Information

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

Outcome of Grievance:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

Signed: ___________________________  ________________________

Principal Date

Complainant’s Response:

__ I am satisfied with the answer to my grievance.

__ I am not satisfied with the answer to my grievance and wish to have it referred to the Second Step

Signed: ___________________________  ________________________

Complainant’s Name Date
SECOND STEP – THE BOARD OF DIRECTORS

Date of Meeting: ________________ Time: __________ Place: ____________________

Comments or Additional Information

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Outcome of Grievance:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Signed: ___________________________ __________________________

             Director                      Date

Complainant’s Response:

___ I am satisfied with the answer to my grievance.

___ I am not satisfied with the answer to my grievance and wish to have it referred to the Third Step

Signed: ___________________________ __________________________

      Complainant’s Name                      Date