

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

## TTT POLICY DOCUMENT

# Grievance Policy

*A clear route for TTT staff to raise and resolve personal work-related concerns.*

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### Document Control

<b>Document Title</b>	Grievance Policy
<b>Version</b>	1.0
<b>Effective Date</b>	22 April 2026
<b>Next Review Date</b>	22 April 2027
<b>Policy Owner</b>	Phenil Mehta, Centre Manager
<b>Primary Grievance Contact</b>	Phenil Mehta, phenil@theteachertrainer.co.uk
<b>Alternative Contact (where CM is subject)</b>	Shaily Mehta, shaily@theteachertrainer.co.uk
<b>Approved By</b>	Phenil Mehta, Centre Manager
<b>Classification</b>	Public
<b>Applies To</b>	All TTT employees, associates, contractors and volunteers

# Grievance Policy

## 1. Purpose

This policy gives TTT staff, associates, contractors and volunteers a clear, supportive route to raise and resolve personal work-related concerns. It follows the ACAS Code of Practice on Disciplinary and Grievance Procedures 2015, complies with the Employment Rights Act 1996 and the Equality Act 2010 and sits alongside the Staff Disciplinary and Sanctions Policy and the Whistleblowing Policy.

## 2. Scope

This policy applies to:

- All TTT employees, associates, contractors and volunteers
- Work-related concerns about treatment, working conditions, decisions affecting the individual and colleague or manager conduct towards the individual

This policy does not cover:

- Disciplinary matters (see the Staff Disciplinary and Sanctions Policy)
- Wrongdoing of a public interest nature (see the Whistleblowing Policy)
- Learner complaints (see the Complaints Policy)
- Assessment appeals (see the Appeals Policy)

## 3. Definitions

The following terms carry the meanings given throughout this policy.

<b>Grievance</b>	A concern, problem or complaint raised by a staff member about their treatment, working conditions or decisions affecting them at work.
<b>Informal Resolution</b>	An early, private attempt to resolve a concern through conversation, before any formal process.
<b>Formal Grievance</b>	A written grievance that triggers the formal meeting, outcome and appeal process in Section 7.
<b>Companion</b>	A work colleague or accredited trade union representative who may accompany the employee at a formal hearing, consistent with the Employment Relations Act 1999.
<b>Mediation</b>	A voluntary, confidential process in which an impartial third party helps the parties reach an agreed outcome.

## 4. Policy Statement

TTT is committed to the following principles and commitments.

1. Every staff member has the right to raise a grievance and to have it addressed fairly, consistently and promptly.
2. Informal resolution is encouraged where it is appropriate; formal process is available where it is not.
3. Individuals are not penalised or treated less favourably for raising a grievance in good faith.
4. Grievances are kept confidential so far as is reasonable in conducting a fair process.
5. The ACAS Code of Practice is followed; time scales, written records and the right to be accompanied apply.
6. Grievances are handled by someone not personally involved in the matter; where the Centre Manager is involved, the Alternative Contact takes the lead.
7. Decisions do not discriminate on the basis of any protected characteristic under the Equality Act 2010.
8. Mediation is offered where both parties agree and the nature of the grievance makes it suitable.

## 5. Roles and Responsibilities

Role	Responsibility
<b>Centre Manager (Phenil Mehta)</b>	Overall accountability; receives and hears grievances where not conflicted; appoints independent decision-makers where conflicted; reviews this policy annually.
<b>Alternative Contact (Shaily Mehta)</b>	Takes the lead role where the grievance is against the Centre Manager or the Centre Manager is otherwise conflicted. May engage an external HR consultant for independence.
<b>Course Coordinator</b>	Administers the process, maintains confidentiality, manages timescales, takes notes and maintains the case file.
<b>Individuals raising a grievance</b>	Raise concerns honestly and promptly; engage with informal resolution where suitable; provide supporting information when asked.

## 6. Informal Resolution

- Most work-related concerns are best resolved quickly and privately. The first step is usually a conversation with the Centre Manager (or with the Alternative Contact if the concern involves the Centre Manager)
- The aim is to understand the concern and agree a practical way forward
- A short written note of the agreed outcome is kept on the individual's personal file where relevant

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- Where the concern relates to a colleague, a facilitated conversation or mediation may be considered
  - Informal resolution is not mandatory. An individual may raise a formal grievance at any time if they prefer or if informal resolution does not succeed

## **7. Formal Grievance Procedure**

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### **7.1 Stage 1: Raising a formal grievance**

- A formal grievance is submitted in writing to the Centre Manager (or Alternative Contact where appropriate)
- The written grievance sets out: what the concern is, what has already been tried, who is involved and the outcome the individual is seeking
- Submission by email to phenil@theteachertrainer.co.uk (or shaily@theteachertrainer.co.uk) is acceptable

### **7.2 Stage 2: Acknowledgement and preparation**

- The receiver acknowledges the grievance in writing within 3 calendar days
- Any initial fact-finding is undertaken where helpful, proportionate and not prejudicial
- Where the matter is sensitive or complex, an external HR consultant may be appointed to hear the grievance

### **7.3 Stage 3: Grievance hearing**

- A grievance hearing is arranged with minimum 7 calendar days' notice
- The individual has the right to be accompanied by a companion
- The hearing is chaired by the Centre Manager (or Alternative Contact or external HR consultant where conflicted)
- The individual sets out the concern fully; the chair asks questions to understand the matter and desired outcome
- The hearing is adjourned to allow consideration, with further fact-finding where needed

### **7.4 Stage 4: Outcome**

- A written outcome is issued, typically within 7 calendar days of the hearing or any follow-up investigation
- The outcome sets out: the grievance as understood; the findings; the decision and reasoning; any actions to be taken; and the right to appeal
- Possible outcomes include: upheld (with remedy or action); partly upheld; not upheld; or not suitable for grievance procedure (with signposting to the correct route)

### **7.5 Stage 5: Appeal**

- The individual may appeal the outcome by writing to the Centre Manager within 7 calendar days of receiving the outcome letter, setting out the grounds of appeal
- Grounds typically include: the outcome was not supported by the evidence; the process was materially flawed; the remedy was inadequate; new evidence has come to light

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- The appeal is heard by a person not involved in the original decision (the Alternative Contact or an external HR consultant)
  - The appeal hearing is held within a reasonable period with minimum 7 calendar days' notice and the right to be accompanied
  - The appeal decision is final at internal level

## 8. Mediation

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- Mediation can be offered where two or more parties are in a dispute that would benefit from a structured, voluntary conversation with an impartial mediator
- Mediation is confidential and any agreement reached is voluntary
- Mediation does not replace the grievance procedure; the individual may resume formal steps if mediation does not resolve the matter
- TTT engages an external mediator where appropriate, particularly for sensitive matters or where TTT's small size makes independence difficult internally

## 9. Specific Situations

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### 9.1 Grievance about the Centre Manager

- A grievance naming the Centre Manager is sent to the Alternative Contact (Shaily Mehta), who either hears it directly or, where she is also conflicted, appoints an external HR consultant

### 9.2 Grievance involving bullying, harassment or discrimination

- Handled under this policy with support from the Anti-Bullying and Harassment Policy and the Equality, Diversity and Inclusion Policy
- Depending on findings, disciplinary action against another party may be considered under the Staff Disciplinary and Sanctions Policy

### 9.3 Grievance at the same time as disciplinary action

- Where a grievance is raised during disciplinary action against the individual, TTT decides case-by-case whether to pause the disciplinary process to address the grievance or to deal with both together
- The approach is explained to the individual in writing

### 9.4 Grievance raised after leaving TTT

- A grievance raised after the individual has left TTT is considered under a modified written-only version of this procedure, as set out in the ACAS guidance

## 10. Protection from Detriment

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- No individual will suffer detriment for raising a grievance in good faith, regardless of whether the grievance is upheld
- Retaliation against a colleague who has raised a grievance is itself a serious breach of the Staff Code of Conduct and is handled under the Staff Disciplinary and Sanctions Policy

- Where the individual fears retaliation, TTT considers protective steps such as temporary reassignment of tasks or adjusted reporting lines

## 11. Confidentiality

- Grievances are treated confidentially, shared only with those who need to know to conduct a fair process
- Personal data is handled under the Data Protection and GDPR Policy
- Where fair process requires disclosure of the grievance to another party (for example, an individual accused of behaviour), the grievance-raiser is told in advance

## 12. Vexatious, Malicious or Frivolous Grievances

- Grievances brought in bad faith or for personal gain are not protected and may lead to action under the Staff Disciplinary and Sanctions Policy
- A grievance that turns out not to be upheld is still protected, provided it was raised in good faith

## 13. Timescales

Stage	Typical timescale
Acknowledgement of written grievance	Within 3 calendar days
Notice of grievance hearing	Minimum 7 calendar days
Outcome communicated	Within 7 calendar days of the hearing / follow-up
Appeal notice from individual	Within 7 calendar days of the outcome
Appeal heard	Within 20 working days of receipt of notice
Total from grievance to appeal outcome	Typically within 6 to 8 weeks, complex cases longer

## 14. Records and Retention

- Written grievance, notes of meetings, outcome letters and any appeal records are retained for 6 years after the case is closed under the Data Retention and Disposal Policy
- Records are held securely and access is limited to those with a need to know

## 15. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by ACAS or employment law changes or a significant case. All outcomes are recorded in the Version History at Section 17.

## 16. Related Documents

This policy should be read alongside:

- Staff Code of Conduct
- Staff Disciplinary and Sanctions Policy
- Staff Induction Policy
- Whistleblowing Policy
- Anti-Bullying and Harassment Policy
- Equality, Diversity and Inclusion Policy
- Safer Recruitment Policy
- Safeguarding and Prevent Duty Policy
- Data Protection and GDPR Policy
- Complaints Policy
- Appeals Policy

## 17. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone policy aligned with the ACAS Code of Practice on Disciplinary and Grievance Procedures 2015. Informal and formal routes, right to be accompanied, mediation option, Alternative Contact route for grievance involving the Centre Manager, explicit protection from detriment and standard timescales.

## 18. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta  
Name

*P Mehta*  
Signature

22/04/2026  
Date