



Beths Grammar School Employee Resolution Procedure

Step 1 - Informal resolution

<input type="checkbox"/>	Have all informal options been considered to resolve the issue	See Informal Options See Key Point 23
<input type="checkbox"/>	Can a Mediator, an HR Advisor, work colleague and/or Trade Union representative help to resolve the issue	
<input type="checkbox"/>	If informal options cannot resolve the issue the Employee can decide to raise formally under Step 2	

Step 2 – Employee raises their concern(s)/complaint formally:

<input type="checkbox"/>	The concern(s)/complaint must be raised without unreasonable delay	See Proforma template
<input type="checkbox"/>	A complaint older than 3 months will not be considered unless there are exceptional circumstances	
<input type="checkbox"/>	The concern(s)/complaint should be summarised	
<input type="checkbox"/>	A meeting should be arranged without unreasonable delay to discuss the concerns	Contact the HR Service
<input type="checkbox"/>	Where allegations are being made against other individuals consider what support should be provided to all parties	
<input type="checkbox"/>	Identify whether the Employee is a trade union representative	
<input type="checkbox"/>	Check whether a referral to the Governing body should be made	

Step 3 – Invite Employee to a Resolution meeting and include:

<input type="checkbox"/>	7 calendar days' notice	See template letter See Key Point 1
<input type="checkbox"/>	The opportunity to be accompanied by a work colleague or trade union representative	
<input type="checkbox"/>	A request that any supporting documents are submitted at least 3 working days before the meeting	See Key Point 1
<input type="checkbox"/>	An opportunity for witnesses to be called (where relevant)	
<input type="checkbox"/>	If the companion is not available, reschedule if suggested	
<input type="checkbox"/>	Consider whether separate meetings are necessary whether complaints have been made against other individuals	

Step 4 – Hear the concern

<input type="checkbox"/>	Ask Employee to set out their concerns and any background information	See Key Point 12
<input type="checkbox"/>	Decide whether to adjourn for further investigations and/or meetings with other individuals	See Key Point 7
<input type="checkbox"/>	Reconvene if a decision is made to adjourn and agree a timescale for the reconvened meeting	

Step 5 – Consider the complaint and decide the outcome:

<input type="checkbox"/>	Has a reasonable investigation been carried out and are there any gaps	See Key Point 7
<input type="checkbox"/>	Will the actions taken to resolve the concern have an impact on other individuals, who may also feel aggrieved	
<input type="checkbox"/>	Does the complaint highlight any issues concerning policies, procedures or conduct? If so, address as soon as possible	Contact the HR Service
<input type="checkbox"/>	What method of monitoring and reviewing the outcome will be required	
<input type="checkbox"/>	Who else needs to be notified of the outcome and how will this be communicated	
<input type="checkbox"/>	Are there any overlapping issues e.g., have any other procedures been triggered	See Key Point 9
<input type="checkbox"/>	Could a Resolution Facilitator or any other informal option help to broker a positive outcome	See Key Point 23
<input type="checkbox"/>	Is further advice required e.g., advice from Occupational Health	See Key Point 3

Step 6 – Decide the outcome and Notify the Employee

<input type="checkbox"/>	Notify the Employee formally of the outcome without unreasonable delay, providing the right of appeal	See Template Letter Record
<input type="checkbox"/>	Record the outcome	
<input type="checkbox"/>	Set out timescales to monitor the outcome to ensure all actions are complete and/or sustained	

Step 6(a) – Employee Appeals

<input type="checkbox"/>	Employee sets out their reasons for appeal
<input type="checkbox"/>	The Employee is invited to an appeal hearing with the right to representation

Step 6(b) – Hear the Appeal

<input type="checkbox"/>	Hear the appeal without unreasonable delay and decide the outcome	See Key Point 17
<input type="checkbox"/>	Notify the Employee of the outcome without unreasonable delay, advising that there is no further right of appeal	See Templ
<input type="checkbox"/>	Record the outcome	Record

.....**End of Procedure**.....