

**ST CLARE MULTI-ACADEMY TRUST**  
**GRIEVANCE RESOLUTION POLICY AND PROCEDURE**  
**TEMPLATE LETTERS**

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**NOTES TO USER:**

You must either complete or delete information which is highlighted in yellow in these template letters before sending to the employee.

Please pay specific attention to who is sending each letter and ensure that it fits with the Trust's governance structure and the table in paragraph [3] of your adopted Grievance Policy and Procedure.

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**1. FROM LINE MANAGER INFORMAL GRIEVANCE MANAGEMENT**

Dear [INSERT NAME]

**Informal Grievance Management Meeting**

I write further to our informal grievance management meeting on [INSERT DATE]. Please find enclosed with this letter a note from the informal grievance management meeting.

Prior to this note being included in your personnel file you have an opportunity to provide written comments. If you wish to provide written comments please do so [within 5 Working Days] of the date of this letter, therefore by [INSERT DATE]. If you do not provide written comments within this time frame, then only the note will be added to your personnel file.

In accordance with the Trust's Grievance Resolution Policy, if you consider that this attempt to resolve your grievance informally has been unsuccessful, then you may invoke the formal grievance resolution procedure by completing a Form GRP1 and sending it to the Clerk to the Board of Directors of the Trust.

Yours sincerely

[INSERT NAME]

**Line Manager/Headteacher**

Enc. Note from informal grievance management meeting.

**2. FROM CLERK ON RECEIPT OF FORM GRP1**

Dear [INSERT NAME]

**Receipt of Form GRP1**

Thank you for sending me your Form GRP1.

In accordance with the Trust's Grievance Resolution Policy and Procedure (a copy of which is enclosed), I have formally appointed [INSERT NAME] as the Stage 1 Resolution Manager. [INSERT NAME] will write to you under separate cover inviting you to a Stage 1 Resolution Meeting.

[As the subject matter of your grievance touches on the religious character of the [Academy/Trust], I have also forwarded a copy of your Form GRP1 to the Diocesan Schools Commission and please see the Trust's Privacy Notice which can be found [HERE] which explains the circumstances in which information may be shared with third parties.]

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[As the subject matter of your grievance concerns a child protection issue, I have also forwarded a copy of your Form GRP1 to the Designated Person for Child Protection. Please see the Trust's Privacy Notice which can be found [HERE] which explains the circumstances in which information may be shared with third parties.]

Yours sincerely

**[INSERT NAME]**

**Clerk to the Board of Directors of the Trust**

Enc. Grievance Resolution Policy and Procedure  
cc. Stage 1 Resolution Manager

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**3. FROM STAGE 1 RESOLUTION MANAGER ARRANGING RESOLUTION MEETING**

Dear **[INSERT NAME]**

**Stage 1 Resolution Meeting**

The Clerk to the Board of Directors of the Trust has forwarded your Form GRP1 to me. I received the Form on **[INSERT DATE]**.

I am inviting you to attend a Stage 1 Resolution Meeting with me in my capacity as Stage 1 Resolution Manager on **[DATE]** at **[TIME]**.

[Due to the sensitivities around your grievance, I have arranged to see you off site at **[VENUE]** OR **[The meeting will be held at the Academy]** in **[LOCATION]**].

At the meeting we will discuss the nature of your grievance and any suggestions you have as to how it might be resolved.

The Stage 1 Resolution Meeting can be adjourned if I determine that further investigations are necessary in order to resolve the grievance. If this is the case, I will provide you with at least 5 Working Days' notice in writing of the date of the reconvened meeting.

You may be accompanied by a Companion who is a willing work colleague not involved in the subject matter of the grievance, or a trade union official, an accredited representative of a trade union or other professional association of which you are a member. Please note that your Companion cannot answer questions for you and you must notify me of their identity at least the Working Day before the meeting, therefore by **[INSERT DATE]**.

If you consider yourself to be a person with a disability and there are reasonable adjustments you believe I can make to accommodate your disability in relation to the operation of the Grievance Policy and Procedure, please do let me know as soon as possible.

The purpose of the meeting is for us to discuss how your grievance can be resolved. I will aim to confirm the outcome of the meeting to you within 5 Working Days of the meeting.

Yours sincerely

**[INSERT NAME]**  
**Stage 1 Resolution Manager**

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**4. STAGE 1 RESOLUTION LETTER**

Dear [INSERT DATE]

**Resolution Letter**

I write further to our Stage 1 Resolution Meeting on [DATE]. Please find enclosed with this letter a copy of the notes from the Stage 1 Resolution Meeting.

I have read the following documents:

- Your Form GRP1
- [INSERT OTHER DOCUMENTS]

I have spoken with the following people:

- [INSERT NAMES OF INDIVIDUALS SPOKEN TO]

I have considered your proposed resolution.

I have decided that:

[Your grievance is upheld and the following actions will be taken [SPECIFY ACTIONS]]  
[Your grievance is partially upheld and the following actions will be taken [SPECIFY ACTIONS]]  
[Your grievance is not upheld].

If you disagree with this decision you should formally appeal by completing Form GRP2 and sending it to the Clerk to the Board of Directors of the Trust within 5 Working Days of the date of this letter. The Clerk will then acknowledge receipt of your Form GPR2 within 3 Working Days of receipt.

If you are content with my decision, a report of your grievance and the outcome will be presented to the non-staff Directors at a full meeting of the Board of Directors of the Trust as a confidential item once any related procedures have been completed.

Yours sincerely

**[INSERT NAME]**  
**Stage 1 Resolution Manager**

Enc. Notes from Stage 1 Resolution Meeting.

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**5. FROM CLERK ON RECEIPT OF FORM GRP2**

Dear [INSERT NAME]

**Receipt of Form GRP2**

Thank you for sending me your Form GRP2 appealing against the decision of the Stage 1 Resolution Manager as set out in the Stage 1 Resolution Letter dated [DATE] from [INSERT NAME].

In accordance with the Trust's Grievance Resolution Policy and Procedure, I have formally appointed [INSERT NAME] as the Stage 2 Resolution Manager(s). [INSERT NAME] will contact you shortly to arrange to meet with you to discuss your appeal. This meeting will be the Stage 2 Resolution Meeting and it is normally held within 10 Working Days of the Stage 2 Resolution Manager(s) receiving your GRP2.

Yours sincerely

**[INSERT NAME]**

**Clerk to the Board of Directors of the Trust**

cc. Stage 2 Resolution Manager

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**6. FROM STAGE 2 RESOLUTION MANAGER ARRANGING RESOLUTION MEETING (Appeal)**

Dear [INSERT NAME]

**Stage 2 Resolution Meeting**

The Clerk to the Board of Directors of the Trust has forwarded to me your Form GRP2, your Form GRP1 and the Stage 1 Resolution Letter, which I received on [INSERTDATE].

I am inviting you to attend a Stage 2 Resolution Meeting with me [and [NAME], in [my][our] capacity as Stage 2 Resolution manager on [DATE] at [TIME].

[Due to the sensitivities around your grievance, I have arranged to see you off site at [VENUE] OR [The meeting will be held at the Academy in [ROOM]].

You may be accompanied by a Companion who is a willing work colleague not involved in the subject matter of the grievance, a trade union official, an accredited representative of a trade union or other professional association of which you are a member. Please note that your Companion cannot answer questions for you and you must notify me of their identity at least the Working Day before the meeting, therefore by [INSERT DATE].

If you consider yourself to be a person with a disability and there are reasonable adjustments you believe I can make to accommodate your disability in relation to the operation of the Grievance Policy and Procedure, please do let me know as soon as possible.

Yours sincerely

**[INSERT NAME]**  
**Stage 2 Resolution Manager**

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**7. STAGE 2 FINAL RESOLUTION LETTER**

Dear **[INSERT NAME]**

**Final Resolution Letter**

I write further to our Stage 2 Resolution Meeting on **[INSERT DATE]**.

I/We have now read the following documents:

- **[ ]** Your Form GRP1
- **[ ]** Your Form GRP2
- **[ ]** The Stage 1 Resolution Letter
- **[ ]** **[INSERT OTHER DOCUMENTS]**

I/We have spoken with:

- **[ ]** **[INSERT NAMES OF INDIVIDUALS SPOKEN TO]**

I/We have considered your proposed resolution.

I/We have decided that:

**[Your appeal is upheld and the following actions will be taken [SPECIFY ACTIONS]]**  
**[Your appeal is not upheld.]**

This decision is final and there is no further right of appeal.

A report of this grievance will be presented to the non-staff members at a full meeting of the Board of Directors of the Trust as a confidential item once any related procedures are completed.

Yours sincerely

**[INSERT NAME]**  
**Stage 2 Resolution Manager**

cc. Clerk to the Board of Directors of the Trust