



GRIEVANCE PROCEDURE

It is the BSA's policy to ensure that employees with a grievance relating to their employment can use a procedure that can help to resolve issues as quickly and as fairly as possible.

The aim of the grievance procedure is to provide a mechanism for these types of issues to be dealt with fairly and speedily allowing the majority of routine complaints to be resolved informally in discussions with the employee's immediate line manager.

General Principles

Employees may have problems, concerns or complaints about their work, working environment or working relationships that they wish to raise and have addressed. Examples of matters that can be dealt with through the formal grievance procedure include:

- terms and conditions of employment
- relationships at work
- new working practices
- organisational change
- health and safety
- fairness of treatment

We believe that all staff should be treated with consideration, dignity and respect. It is both your and your line manager's responsibility to develop informal and effective methods of communication and consultation. Using the formal stage of this procedure should be a last resort after attempts to sort out your grievance informally have failed. Also, it is important to deal with grievances quickly, fairly, and in total confidence.

Where a grievance relates to the immediate line manager it will be possible to raise the issue with the Director or, if this is inappropriate given the nature of the grievance, with the Vice-Chair or Chair of Council.

Records must be kept by the manager concerned at each of the formal stages detailing the nature of the grievance issue, the employer's response, details of the investigation



and/or statements, any action taken and the reasons for it. These records must be kept confidential and retained in accordance with the General Data Protection Regulation (GDPR) 2018 (UK), Law 4624/2019 (Greece). Copies of meeting records should be kept by both the individual concerned and the School Administrator.

Employees have a statutory right to be accompanied to a grievance meeting by a fellow employee. The employee can choose who the companion should be and should confirm this formally before the meeting takes place. The companion is allowed to make a statement at the meeting and discuss matters with the employee but may not answer questions on the employee's behalf.

Application procedure

Informal Discussions

Grievances about employment should first be discussed informally with the immediate line manager, ideally in the form of a brief exploratory meeting. It is hoped that the majority of concerns will be resolved at this stage.

Submitting a Formal Grievances

Although grievances do not have to be raised in writing, this is the most effective route for raising a grievance. As well as ensuring that statutory rights are invoked, it can give a clearer picture of the issues, and provide a formal record. When the matter is very serious, or in other exceptional circumstances where there are good reasons for not raising the matter informally, the employee may proceed straight to the formal stage of the procedure. The form at the end of this procedure (see Appendix 1) may be helpful in this respect.

Formal Discussions - Stage 1

If matters have not been resolved through informal discussions, a grievance should be submitted in writing or on the attached form to the line manager. A meeting to discuss the issues will be arranged, normally within 10 working days of the grievance being received. The employee may be represented at this meeting.

At the meeting, the employee, or his/her representative, will have an opportunity to explain the complaint and suggest how it should be resolved. If further investigation



or information is needed for the manager to consider the grievance fully the meeting may be adjourned. The line manager will normally respond in writing within 10 working days of the meeting. It is hoped that Stage 1 will allow line managers to resolve the grievance.

Formal Discussions – Stage 2 (Appeal against Stage 1 outcome)

If the matter is not resolved after Stage 1 it should be submitted in writing or by using the attached form to the Director within 10 working days of receipt of the letter confirming the outcome of Stage 1. The Director will normally respond within 10 working days and the response will take the form of an invitation to a formal meeting. Employees may be represented at this meeting.

Following the meeting the Director will respond in writing normally within 10 working days.

Formal Discussions - Stage 3 (Final Appeal)

If the matter is not resolved to the employee's satisfaction the matter may be raised in writing to the Vice-Chair or Chair of Council within 10 working days of receipt of the letter confirming the outcome of Stage 2. The employee will be entitled to a final appeal meeting to discuss the matter. The employee may be represented at this meeting. The Chair of Council (or nominated representative) will give his/her decision normally within 10 working days of the grievance meeting.

The decision of the Chair of Council (or nominated representative) is final.

No tolerance of retaliation

The BSA will show no tolerance for retaliation against employees who have followed the grievance procedure. Retaliation is described as exclusions, degrading behaviours, intimidations, malicious comments and behaviours, threats, etc. Such behaviours should immediately be reported to the Director.



BRITISH SCHOOL AT ATHENS
ΒΡΕΤΑΝΙΚΗ ΣΧΟΛΗ ΑΘΗΝΩΝ

APPENDIX – FORM FOR SUBMISSION OF FORMAL GRIEVANCE

Name of employee:	
Name of line manager:	
What is your grievance?	
What resolution are you seeking?	
Signature of employee:	
Date:	

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