

# Staff Grievance Policy 2026

## Summary

The International British Theatre School (IBTS) is committed to maintaining a positive, supportive, and professional working environment.

This policy outlines the process for raising and resolving grievances fairly, promptly, and confidentially, in line with the **ACAS Code of Practice (2024)** and **EYFS 2024** requirements.

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## 1. Purpose

The purpose of this policy is to ensure that all employees and contractors can raise concerns relating to their employment or workplace conditions without fear of recrimination.

Grievances may include, but are not limited to:

- Terms and conditions of employment
- Working environment or safety concerns
- Relationships with colleagues or management
- Discrimination, bullying, or harassment
- Unfair treatment or workload concerns

Grievances that involve **safeguarding** or **malpractice** must instead be handled under the **Safeguarding Policy** or **Whistleblowing Policy**.

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## 2. Informal Resolution

In the first instance, staff are encouraged to raise issues informally with their immediate **Manager** or **Camp Leader**.

The majority of concerns can often be resolved quickly through open discussion, clarification, or mediation.

If the issue cannot be resolved informally, or the employee feels uncomfortable doing so, the formal grievance procedure should be initiated.

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## 3. Formal Grievance Procedure

### 3.1 Submitting a Grievance

If informal resolution fails, the staff member should submit a written grievance to the **Manager** or **Director**, clearly stating:

- That they wish to invoke the **formal grievance procedure**
- The nature of the grievance and relevant background information (including dates, events, and individuals involved)
- Any informal steps already taken
- The preferred outcome or resolution sought

The staff member may appoint a representative (e.g., colleague or trade union representative) to submit the grievance on their behalf.

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### 3.2 Acknowledgement and Meeting

Within **2 working days** of receiving the grievance, the Manager will acknowledge receipt in writing and arrange a **grievance meeting** within **10 working days**.

The staff member has the right to be accompanied by a **colleague or trade union representative**.

At the meeting:

- The staff member will present their concerns and supporting evidence.
- The Manager or Director will ask questions to clarify the facts and explore possible resolutions.
- If necessary, a second meeting may be scheduled to allow further investigation.

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### 3.3 Outcome

Following the meeting:

- The **Director (Ben Whiteside)** will review the findings and make a decision.
  - A written outcome will be issued within **5 working days**, confirming:
    - The decision reached and supporting reasons
    - Any actions or changes to be implemented
    - The employee's right to appeal
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## 4. Appeal Procedure

If the employee is dissatisfied with the outcome, they may appeal in writing within **5 working days**, stating clear grounds for appeal.

The appeal will be heard within **10 working days** by a **senior staff member** not previously involved in the matter.

The appeal decision will be communicated in writing within **5 working days** and will be **final**.

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## 5. Overlapping Grievance and Disciplinary Cases

If a grievance is raised during a disciplinary process, the disciplinary proceedings may be temporarily suspended while the grievance is addressed.

However, if both matters are closely related, they may be handled **concurrently**, ensuring fairness and transparency.

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## 6. Malicious or Repeated Grievances

If an investigation finds that a grievance was raised **maliciously or in bad faith**, disciplinary action may follow under the **Staff Disciplinary Policy 2026**.

The same grievance cannot be raised again within **12 months** of resolution, unless new evidence emerges.

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## 7. Time Limits

All grievances must be raised **within 12 months** of the issue arising or being discovered. After this time, IBTS may not uphold the grievance unless there are exceptional circumstances.

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## 8. Confidentiality

All grievance matters will be handled **confidentially**.

Records will be securely stored in accordance with the **UK GDPR and Data Protection Act 2018**.

Only individuals directly involved in the process will have access to relevant information.

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## 9. External Support

If the staff member remains dissatisfied after completing IBTS's internal procedure, they may seek further advice from:

- **ACAS (Advisory, Conciliation and Arbitration Service)** – [www.acas.org.uk](http://www.acas.org.uk)
  - **Citizen's Advice** or their **Trade Union Representative**
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## 10. Related Policies

- **Staff Disciplinary Policy 2026**
  - **Safeguarding and Child Protection Policy 2026**
  - **Whistleblowing Policy 2026**
  - **Equal Opportunities Policy 2026**
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**Next Review Due:** 15 November 2026

**Policy Owner:** Ben Whiteside, Director  
International British Theatre School