

Grievance Toolkit

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CONTENTS

1.0 Employee's Statement of Formal Grievance.....	3
2.0 Letter to acknowledge grievance.....	4
3.0 Letter to invite employee to grievance meeting	5
4.0 Letter to inform the subject of the complaint that a grievance has been raised and invite to grievance meeting.....	6
5.0 Letter to invite to attend feedback meeting under grievance procedure	7
6.0 Invitation to Attend Feedback Meeting Under Grievance Procedure – Subject of the complaint	8
7.0 Letter confirming outcome of grievance feedback meeting.....	9
8.0 Outcome of feedback meeting held under grievance procedures – subject to the complaint	11
9.0 Appeal Hearing	12
10.0 Outcome of Appeal	14

1.0 Employee's Statement of Formal Grievance

Date.....

Dear.....

I am writing to advise you that I would like to raise a grievance.

The details of my complaint are as follows (please include examples, dates and times of issues and events giving rise to the complaint):

The following people also witnessed the above incidents:

These incidents have impacted on me in the following ways: [Explain how they made you feel]

[I have tried to resolve this matter informally, by....., but without success.]

OR

[The reasons why I cannot attempt to resolve this matter informally are xxxx]

I enclose copies of statements/photos, extracts from social media to support my complaint.

I believe that my complaint could be resolved by [Explain necessary action e.g. mediation between me and X, moving my desk so that I am not sitting adjacent to X].

I hope to hear from you in the near future.

Yours sincerely

[Name of employee]

2.0 Letter to acknowledge grievance

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Acknowledgement of Grievance

Dear [Name]

I am writing to confirm receipt of your formal complaint under the School's Grievance Procedure adopted by the school dated **[Insert]**.

In accordance with the School's Grievance Procedure (see copy attached), I will be inviting you to attend a meeting to discuss the concerns that you have raised and will let you have the proposed date and time of that meeting as soon as is reasonably practicable, and, if possible, within ten working days of this letter.

[either]

During the interim, if you feel that you it would be appropriate for the school to carry out a risk assessment with regards to your raised concerns. Please let me know by **[date]**. However, please note that as part of carrying out the risk assessment the other party will be made aware of the nature of concerns raised.

[or]

During the interim, I believe it would be appropriate for the school to carry out a risk assessment with regards to your raised concerns. However, please note that as part of carrying out the risk assessment the other party will be made aware of the nature of concerns raised.

I would like to make you aware that you can access the Employee Assistance Programme through **[insert employee assistance programme contact details]**.

Yours sincerely

[Name]

3.0 Letter to invite employee to grievance meeting

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Grievance Meeting – Complainant

Dear [Name]

Further to my letter of acknowledgement of your grievance and in accordance with the School's Grievance Procedure I now invite you to attend a meeting to discuss the concerns that you have raised.

The meeting has been arranged for **[date]** at **[time]** at **[location]**.

The meeting will be attended by **[List attendees]**. You are entitled to be accompanied at the meeting by a workplace colleague or trade union official of your choice. Please let me know by **[date]** who will be attending the meeting with you.

The purpose of the meeting is to allow you to explain your grievance(s) and to discuss with us how they can be resolved.

If you wish to rely on any additional written materials or documents in addition to your formal grievance, please send me copies by **[date]**.

If you are unable to attend the meeting due to exceptional circumstances, you must inform me as soon as possible. If your chosen workplace colleague or trade union official is unavailable on the date mentioned above, please suggest another date within 5 working days. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, it will be deemed that you wish not to pursue, and the matter has been concluded.

I would like to make you aware that you can access the Employee Assistance Programme through **[insert employee assistance programme contact details]**.

Yours sincerely

[Name]

4.0 Letter to inform the subject of the complaint that a grievance has been raised and invite to grievance meeting

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Grievance Meeting – Subject of the Complaint

Dear [Name]

I write to confirm that a grievance has been raised by another employee that makes allegations against you.

The nature of the allegations(s) is: **[give details of the allegations, including dates of incidents]**.

Therefore, I would like to invite you to a grievance meeting to allow you to respond to the allegations made against you.

The meeting has been arranged for **[date]** at **[time]** at **[location]**.

The meeting will be attended by **[List attendees]**. You are entitled to be accompanied at the meeting by a workplace colleague or trade union official of your choice. Please let me know by **[date]** who will be attending the meeting with you.

If you wish to rely on any additional written materials or documents to respond to the allegations made against you, please send me copies by **[date]**.

If you are unable to attend the meeting due to exceptional circumstances, you must inform me as soon as possible. If your chosen workplace colleague or trade union official is unavailable on the date mentioned above, please suggest another date within 5 working days.

I would like to assure you that management has not at this stage made any judgment on the validity of the grievance, and that the matter will be fully scoped before any decision is made as to what, if any, action needs to be taken. You will appreciate, however, that the school is under a duty to take all grievances seriously.

In the meantime, I enclose a copy of the School's Grievance Procedure.

I would like to make you aware that you can access the Employee Assistance Programme through **[insert employee assistance programme contact details]**.

Yours sincerely

[Name]

Head Teacher/ Vice Chair/ Chair of Governors

5.0 Letter to invite to attend feedback meeting under Grievance Procedure

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Invitation to attend feedback meeting under Grievance Procedure

Dear [Name]

Further to the letter of acknowledgement of your complaint and in accordance with the School's Grievance Procedure I now invite you to attend a meeting to discuss the outcome of the **[investigation/scoping]**.

The meeting has been arranged for **[Date, time and location]**.

The meeting will be attended by myself and **[names]**. There will also be a note taker present.

You are entitled to be accompanied at the meeting by a workplace colleague or trade union official of your choice. Please let me know by **[date and time]** who will be attending with you.

The outcome of the **[investigation/my scoping]** and recommendations will be shared with you at the meeting. You will also be given the opportunity to respond to the outcome and recommendations.

If your chosen workplace colleague or trade union official is unavailable on the date mentioned above, please suggest another date within 5 working days later.

If you chose not to attend this meeting due to exceptional circumstances, I will confirm the outcome in writing within 5 working days.

Yours sincerely

Enc: Investigation Report

6.0 Invitation to Attend Feedback Meeting Under Grievance Procedure – Subject of the complaint

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Invitation to Attend Feedback Meeting Under Grievance Procedure – Subject of the complaint

Dear [Name]

Further to the grievance meeting, in which you had been informed that there had been a complaint made against you, I now invite you to attend a meeting to discuss the outcome of the **[investigation/scoping]**.

The meeting has been arranged for **[Date, time and location]**

The meeting will be attended by myself and **[names]**. There will also be a note taker present.

You are entitled to be accompanied at the meeting by a workplace colleague or trade union official of your choice. Please let me know by **[date and time]** who will be attending with you.

The outcome of the **[investigation/ scoping]** and the next steps within the process will be shared with you at the meeting.

If your chosen workplace colleague or trade union official is unavailable on the date mentioned above, please suggest another date within 5 working days later.

If you chose not to attend this meeting due to exceptional circumstances, I will confirm the outcome in writing within 5 working days.

Yours sincerely

7.0 Letter confirming outcome of grievance feedback meeting

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Dear

Outcome of feedback meeting held under Grievance Procedures

Following the meeting held with you on **[date]** to under the School's Grievance Policy, I am now writing to you to confirm the outcome.

I have carefully considered all the evidence presented throughout this process and have reached the outcome[s] as follows:

Grievance 1

Findings

Employee's position

Outcome

Your complaint has been **[upheld/partially upheld/dismissed]**.

Grievance 2

Findings

Employee's position

Outcome

Your complaint has been **[upheld/partially upheld/dismissed]**.

In moving forward, I would also like to suggest the following recommendations:

Recommendation 1

Recommendation 2

I hope that this resolves your complaint(s). However, if you wish to appeal against this outcome you may do so by setting out your grounds of appeal to the clerk to the governing body of the school **[insert name and contact details]** within ten working days of receiving this letter. Should you wish to appeal the clerk will arrange an appeal hearing with the Appeal Committee of the governing body.

I would like to make you aware that you can access the Employee Assistance Programme through [insert employee assistance programme contact details].

Yours sincerely,

8.0 Outcome of feedback meeting held under grievance procedures – subject to the complaint

Type the date here

Name

Address line one

Address line two

Address line three

Birmingham

Postcode

Dear

Outcome of feedback meeting held under Grievance Procedures – subject to the complaint

Following the meeting held with you on **[date]** to under the School's Grievance Policy, I am now writing to you to confirm the outcome.

I have carefully considered all the evidence presented throughout this process and have reached the outcome[s] as follows:

Complaint 1

Either No case to answer or case to answer

Complaint 2

Either No case to answer or case to answer

[Either in the case of no case to answer insert the following]

In moving forward, I would also like to suggest the following recommendations:

Recommendation 1

Recommendation 2

[Or in the case of case to answer and moving to disciplinary insert the following]

I recommend that the matter is referred to a disciplinary hearing in accordance with the School's Disciplinary Procedure. You will be formally invited to this hearing and receive all the relevant paperwork in due course.

I would like to make you aware that you can access the Employee Assistance Programme through **[insert employee assistance programme contact details]**.

Your sincerely,

9.0 Appeal Hearing

Type the date here

Strictly Private and Confidential

Name

Address line one

Address line two

Address line three

Postcode

Appeal Hearing

Dear [Name]

I am writing to confirm the invitation to an appeal hearing in accordance with paragraph 8 of the School's Grievance Procedure (see copy attached).

The hearing will take place at [time] on [date] in [location] and will be heard by the appeals committee of the governing body. The hearing will be chaired by [name] and other members of the committee will be [name] and [name].

The purpose of the hearing is to give you an opportunity to appeal against the decision made about your grievance after the meeting at which the complaint was considered on [date].

I enclose a copy of the documentation to be presented by management in response to your appeal. [Name of person responding to appeal] will be responding to your appeal on behalf of management and will be calling [Names/roles] as witnesses OR will not be calling any witnesses. (delete as appropriate)

A representative of the Local Authority will be in attendance as Technical Advisor and [Name] will be present as note-taker.

You have the right to request that you be accompanied by a representative of your choice who is either a Trade Union official or an employee of your employer. You and/or your representative will be given the opportunity to state your case and to question the response provided by management and/or relevant witnesses.

You are required to submit any written documentation to support the stated grounds of your appeal to me no later than [date]. Failure to meet this deadline may mean that the chair of the hearing will refuse to consider your written documentation at the hearing.

You will also need to notify me of the names of any witnesses you wish to be present on your behalf by [date].

Please contact me on [number] by [date] to advise me of whether or not you can attend on the time and date given and whether or not you wish to be accompanied by a representative. You may suggest an alternative time and date as long as it is reasonable and is not more than five

working days after the original date suggested above. The school may reject your suggestion if it is unreasonable.

If you are unable to attend the hearing in person, you can arrange for a representative to attend and act on your behalf and/or you could submit any documentation in your absence that you wish the **[head teacher/principal/Committee of Governors]** to consider. However, if you or a representative cannot attend on the date above or your alternative suggested date is regarded as unreasonable, the hearing may proceed in your absence.

Yours sincerely

Clerk to the Governing Body

CC – Employee Relations, Employee's Representative

Encs – Management case and supporting documents (including Grievance Procedure)

10.0 Outcome of Appeal

Type the date here

Strictly Private and Confidential

Name

Address line one

Address line two

Address line three

Postcode

Outcome of Appeal Hearing

Dear [Name]

I am writing to inform you of the outcome of the appeal hearing held on [date] in accordance with paragraph 8 of the School's Grievance Procedure.

The purpose of the hearing was to enable you to appeal against the decision made by the [head teacher/principal/committee of governors] (delete as appropriate) at the outcome meeting on [date], namely that [summarise decision taken at meeting].

You were accompanied by [Name/role]. OR You chose not to attend the hearing or to send a representative in your place. (delete as appropriate)

You presented your appeal and called [Names] as witnesses in support of your case. OR You chose not to call any witnesses in support of your case. (delete as appropriate)

The management response was presented by [Name]. [Names/roles] were called as witnesses in support of the management response. OR No witnesses were called in support of the management response. (delete as appropriate)

Having carefully considered the circumstances and the available evidence, the appeals committee determined that:

EITHER

- (i) your appeal against the outcome of the meeting held under the School's Grievance Procedure on [date] should be accepted. The following action, or modification of action previously determined, is therefore proposed in order to try to resolve your complaint:
[explain action to be taken as a result of the appeal being allowed]

OR

- (ii) your appeal against the outcome of the meeting held under the School's Grievance Procedure on [date] is dismissed and the decision taken as a result of that hearing will stand.

The internal process has now concluded; I hope that this now resolves the matter.

I would like to make you aware that you can access the Employee Assistance Programme through [insert employee assistance programme contact details].

Yours Sincerely,