



## Procedure 6.8 Grievances and Complaints

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<b>Review No</b>	9	<b>Next Review Date</b>	Feb 2027	<b>Approved on</b>	15/02/2026

**Procedure Issued** : April 2014

**Procedure Owner** : Principal / CEO

- ❖ This procedure is shared with our staff and/or can be obtained:
  - on our website <https://docklandsacademy.co.uk/policies-and-procedures>,
  - on our internal server via their desktops of all computers in the library on the top floor,
  - by emailing us at [info@docklandsacademy.co.uk](mailto:info@docklandsacademy.co.uk).
- ❖ Also, our staff are informed about the main aspects of the procedure in the Staff Handbooks and Staff Induction.
- ❖ The policy is reviewed and monitored on a regular basis for currency and fitness as part of our 1.9 Review and Revision of Policies and Procedures.

### 1 The Complaints Procedure

Any grievances or complaints should be discussed initially with the CEO / Principal.

If the CEO / Principal is lodging the complaint, then the matter will be discussed (informally) in the first place with the Managing Director.

Should a discussion with the CEO / Principal fail to resolve the dispute, the following procedures will be followed:

- the CEO / Principal will write to the Chair of the Board of Governance, stating the grounds for the complaint
- the complainant may also write to the Chair of the Board, stating the grounds for the complaint, with a copy of the letter to the CEO / Principal for information
- in the case of a complaint from a member of staff other than the CEO / Principal, the Chair of the Board of Governance shall appoint one of the Academy's Directors and/or Senior Managers to act as an Appeals Officer
- in the case of a complaint from the CEO / Principal, the Chair of the Board shall appoint two of the Academy's Directors to act as Appeals Officers
- the Appeals Officer(s) shall discuss the nature of the complaint with both the complainant and, where appropriate, shall obtain copies of relevant documentation. The Appeals Officer(s) will always seek to resolve the dispute by securing an agreement between complainant and the source of their grievance or complaint



## **2 Judgements**

In reaching a judgement, the Appeals Officer may:

- agree with the complainant and require action to be taken to rectify the problem which has been identified,
- not support the complainant but still require specific action to be taken by the Academy,
- refuse to support the grievance or complaint.

### **2.1 Representation**

Employees have the right to be accompanied by a representative, such as a fellow employee of their choice, at any time during the appeals procedure. To exercise this right, to be accompanied, employees must make a reasonable request to the relevant officer. If a chosen representative cannot attend on the proposed date, another date can be agreed so long as it is reasonable and is not more than five working days after the date originally proposed by the Academy.

## **3 Grievance Procedure**

The Academy recognises that, from time to time, employees may be dissatisfied with any matter relating to their work, management, colleagues, clients or students. For this reason, we provide a procedure through which these and similar issues may be addressed.

The employee must attempt informal resolution with the concerned individual prior to proceeding with a formal grievance. If informal resolution is not successful, a grievance form can be obtained from the HR. It should contain:

- a written statement of the matter being appealed,
- a written statement of the solution being sought,
- a brief chronological statement of the circumstances relating to the grievance,
- copies of any documents that can be provided in support of the grievance,
- written statements from other people that relate to the grievance,

All the grievances must be deposited with the Managing Director. A minimum of 7 working days should be allowed for any action to take place.

## **4. Related Documents**

### **4.1 Policies**

- **1** Governance
- **2** Academic Management
- **3** Teaching Learning Assessment
- **6** Human Resources

- 7 Information

#### 4.2 Procedures

- 1.5 Equal Opportunities
- 1.7 Data Protection
- 1.9 Review and Revision of Policies and Procedures
- 2.6 Self-Assessment and Programme and Annual monitoring
- 2.12 Contingency and Adverse Effects
- 3.1 Expectations from and Supporting Staff in Teaching Delivery
- 5.2 Welfare Services and Pastoral Care
- 5.3 Equality, Diversity and Special Needs
- 6.1 Recruitment and Selection
- 6.3 Equality and Diversity
- 6.4 Personal Development Review and Appraisal
- 6.5 Discipline at Work
- 6.6 Absenteeism and Lateness
- 6.13 Staff Code of Conduct
- 6.14 Academic Misconduct by Staff
- 6.15 Safeguarding
- 6.16 Prevent Duty (Racist, Discriminatory, Abusive and Extremist Behaviour)
- 9.1 Access Procedures
- 9.2 Maintenance Procedure
- 9.6 Business Continuity Plan

#### 4.3 Terms and Conditions

#### 4.4 External Reference Points

- **Office for Students (OfS) Requirements and Guidance** at <https://www.officeforstudents.org.uk/advice-and-guidance/regulation/>
- **UK Quality Code Advice & Guidance – Admissions, Recruitment and Widening Access** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>
- **UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>
- **Higher Education Code of Governance** (Committee of University Chairs, December 2014) at <https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf>
- **Association of Employment and Learning Providers (AELP) principles of Good Governance for Independent Training Providers** at <https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf>
- **OIA The Good Practice Framework: Handling Students Complaints and Academic Appeals** at <https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf>
- **UKCISA Code of Ethics** at <https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics>
- **Equality Act – 2010** at <https://www.legislation.gov.uk/ukpga/2010/15/contents>



- **Keeping Children Safe in Education Jan 2021 Guidance** at <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- **MacPherson report (1999) (Racism)** at <https://www.gov.uk/government/publications/the-stephen-lawrence-inquiry>
- **Sex Offences Act 2003** at <https://www.legislation.gov.uk/ukpga/2003/42/contents>
- **Terrorism Act 2006** at <https://www.legislation.gov.uk/ukpga/2006/11/contents>
- **Tower Hamlets LADO (Local Authority Designated Officer)** at [LADO@towerhamlets.gov.uk](mailto:LADO@towerhamlets.gov.uk)



**DAL EMPLOYEE GRIEVANCE FORM**

It is the purpose of the Grievance to establish a method whereby grievances of employees will be resolved fairly and effectively. The filing of grievance will no way prejudice the status of the employee. Please see Procedure 6.8 Grievance and complaints for a full description of the procedure.

**EMPLOYEE NAME:**

**DATE:**

**DEPARTMENT:**

**JOB TITLE:**

**STATEMENT OF GRIEVANCE (Background/activity leading to complaint, including dates):**

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**REMEDY REQUESTED:**

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**EMPLOYEE'S SIGNATURE:**

**DATE:**