



WESTERFIELD COLLEGE

LEARNING AND ENRICHMENT CENTRE

Discover. Lead. Excel.

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Review Cycle	Annually

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IMPACT THE CHILD... IMPACT THE WORLD.

1. Introduction & Core Ethos

Westerfield College Learning and Enrichment Centre is committed to providing a safe, supportive, and transparent working environment where all members of staff are treated with dignity, equity, and mutual respect. Because our educational enrichment blocks run on highly intensive, fast-paced, and largely residential timelines (typically lasting 1 to 2 weeks), professional friction, misunderstandings, or procedural disputes must be resolved with absolute speed and clarity. Unresolved workplace grievances undermine operational safety, compromise academic standards, and directly threaten student welfare.

In alignment with advanced British independent sector frameworks, this policy provides a clear, fair, and fast-tracked mechanism for employees, tutors, contractors, and volunteers to raise professional grievances. We treat the Grievance process not as a confrontational track, but as a constructive tool for organizational health, legal compliance, and workforce support. Every staff member has the right to express a genuine workplace concern without fear of professional retaliation, isolation, or career detriment.

2. Governance, Compliance & Professional Assurance

To ensure absolute compliance with UK employment legislation, educational benchmarks, and fair working practices, Westerfield College Learning and Enrichment Centre coordinates its Grievance frameworks with:

The Advisory, Conciliation and Arbitration Service (ACAS) statutory Code of Practice on disciplinary and Grievance procedures.

External HR Advisory and Employment Law consultants to validate investigation tracks and formal dispute outcomes.

The Equality Act 2010 regulations, ensuring robust mechanisms to address discrimination, harassment, or victimization.

Independent educational compliance bodies to audit staff care, internal communications, and management accountability tracks.

3. Definition of Terms

To ensure operational consistency across all administrative and supervisory departments, the following definitions apply:

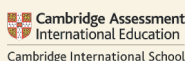
Workplace Grievance: A formal or informal concern, problem, or complaint raised by a staff member regarding their working conditions, health and safety, resource allocations, management decisions, or peer relationships.

Informal Resolution: A collaborative, low-stakes dispute resolution process focused on open dialogue, mediation, and mutual consensus before moving to formal documentation.

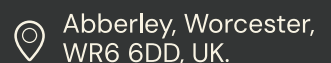
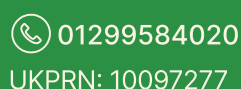
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Grievance Investigator: A senior manager or independent external HR consultant appointed by the centre to objectively collect evidence, interview witnesses, and evaluate a formal complaint.

Whistleblowing Disclosure: A distinct legal track under the Public Interest Disclosure Act 1998, utilized when a staff member exposes systemic illegal acts, financial malpractice, or severe safeguarding failures.

Professional Retaliation: Any adverse employment action, shift alteration, or social exclusion targeted at an employee because they raised a genuine, good-faith workplace concern.

4. Multi-Layered Resolution Framework & Grievance Categories

The centre provides distinct resolution tracks designed to match the severity, complexity, and operational urgency of the grievance.

4.1 Scope and Categories of Complaints

Staff members may raise grievances concerning a broad range of professional matters, including:

Working environments, space allocations, or health and safety hazards.

Disagreements with supervisor assessments, learning walk evaluations, or capability tracking logs.

Allegations of bullying, micro-aggressions, peer harassment, or exclusionary behavior within academic or residential offices.

Discrepancies regarding shift allocations, administrative support, or resource distribution.

4.2 The Priority Informal Track

Wherever possible, and given the rapid pace of our short-course operations, disputes should be resolved informally. Staff are encouraged to discuss concerns directly with their immediate supervisor or the Centre Manager. If the parties engage in open, transparent dialogue, a practical compromise regarding room setups, timetable distribution, or peer interaction can often be implemented immediately, avoiding disruptive formal procedures.

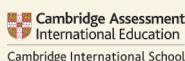
5. The Formal Grievance Investigation Process

When informal attempts fail or the severity of the workplace issue makes an informal approach inappropriate, the formal Grievance process must be initiated instantly.

5.1 Submission and Verification Steps

The formal Grievance must be submitted in writing via email directly to the Centre Manager. The statement must clearly document the date of the incident(s), names of any witnesses, specific evidence, and the desired professional resolution. Upon receipt, the Centre Manager logs the case file within the secure HR management ledger.

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5.2 Objective Investigation Mandate

The Centre Manager will appoint an independent supervisor or external HR consultant to act as the Grievance Investigator. The investigator conducts a thorough collection of evidence, including:

Reviewing digital progress logs, network activity timestamps, or room rotas.

Conducting private, recorded interviews with witnesses and colleagues named in the complaint.

Formulating a comprehensive, evidence-backed Grievance Outcome Report outlining whether the complaint is fully upheld, partially upheld, or rejected.

6. Proactive Grievance, Mediation and Resolution Workflow

Informal Dispute Logged -> Formal Written Submission -> Investigator Assignment -> Private Witness Examinations -> Comprehensive Outcome Decision -> Targeted Post-Resolution Check

6.1 The Formal Grievance Hearing

Within forty-eight hours of receiving the written complaint, the Grievance Investigator will invite the employee to a formal Grievance Hearing. The meeting provides an open space for the staff member to explain their case fully. The employee has the statutory right to be accompanied to this meeting by a certified trade union representative or a workplace colleague.

6.2 Collaborative Resolution Entry

To maintain operational transparency, the outcome of the hearing and the subsequent investigation report must be communicated to the employee in writing within three working days. If a Grievance reveals systemic operational friction, the resolution notice will detail specific corrective actions, such as team redistributions, mandatory standardisation training, or supervisor coaching pathways.

7. Retaliation Prohibitions, Malicious Filings and Operational Sanctions

Workplace retaliation against a complainant or the deliberate misuse of Grievance procedures to disrupt centre operations will face swift disciplinary intervention.

7.1 Absolute Protections Against Retaliation

The centre enforces zero tolerance against any form of professional detriment, victimisation, or hostile behavior directed at a staff member who files a good-faith grievance. Any supervisor or peer found to be penalizing an employee for raising a valid workplace concern will be removed from active duties immediately and placed on a formal disciplinary tracker, progressing rapidly to roles suspension.

7.2 Malicious or Vexatious Complaints

Fabricated Filings: While genuine concerns are protected, fabricating allegations or submitting deliberately misleading complaints to damage a colleague's professional reputation represents a severe breach of contract.

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Disciplinary Escalation (Level 5 Dismissal): If an investigation proves conclusively that a complaint was filed maliciously or vexatiously, the employee will face an immediate progression to Level 5 Gross Misconduct, resulting in immediate contract termination without notice and a formal referral to relevant independent educational registries.

8. Accelerated Grievance Escalation and Management Appeals

8.1 Right to Fast-Track Executive Review

If an academic, residential, or administrative staff member disputes a Grievance outcome decision, an investigator assignment, or a resolution action ordered under this policy, they have a right to an accelerated review.

Submission Timeline: The formal appeal must be submitted in writing via email directly to the CEO, Michael Dosunmu, within forty-eight hours of receiving the written Grievance decision notice.

Operational Continuity During Appeal: To protect the student experience and preserve campus stability, the staff member must continue to fulfill their assigned teaching and supervision duties professionally under the established management guidelines while the executive appeal is officially processed.

8.2 Panel Resolution and Final Outcome

The CEO, Michael Dosunmu, will assemble an emergency Grievance Appeals Panel consisting of himself and at least one independent, senior human resources consultant or external educational legal advisor detached from the daily operations of the centre.

Final Judgment: The panel will thoroughly review all investigation transcripts, witness logs, evidence submissions, and written representations from the appellant. The CEO will issue a final, binding decision in writing within three working days, determining whether the original Grievance outcome stands, requires modification, or if alternative, independent mediation protocols must be initiated.

9. Quality Assurance & System Auditing

9.1 Regular Grievance Tracking Audits

The Centre Manager conducts regular, unannounced audits of the secure HR Grievance ledger. These reviews ensure that all hearing minutes, investigator summaries, witness files, and resolution timelines are perfectly organized, securely stored, and fully compliant with UK data

privacy laws and independent school inspection frameworks.

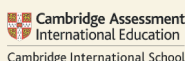
9.2 Post-Course Grievance Analytics

Following the conclusion of each short-course enrichment cycle, the management team reviews aggregated, anonymized dispute metrics across all departments. This strategic analysis identifies institutional friction points, refines pre-course induction workshops, and updates our Staff Code of Conduct guidelines to continually optimize workforce harmony and operational safety for subsequent cohorts.

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10. Policy Review & Version History

10.1 Policy Review

To preserve absolute alignment with changing UK employment legislation, ACAS statutory updates, and internal administrative frameworks, this policy is subject to a formal, rigorous review cycle annually by the Centre Manager. If structural updates or external auditing outcomes necessitate an earlier modification, the review window will be moved forward accordingly.

10.2 Version History

The table below tracks the complete evolution of this policy document:

No: 1 Revised on: 30th November 2024 Version: Version 1.0 Changes: Initial baseline formulation for student internet access codes and basic computer lab guidelines. Approved by: Academic Board Date of Approval: 30th November 2024 Revised by: Policy Lead

No: 2 Revised on: 17th June 2026 Version: Version 1.1 Changes: Comprehensive upgrade implementing enterprise-grade automated filtering controls, real-time trigger keywords alerts, a detailed digital code of conduct, fast-tracked 12-hour parent/agent notifications, parental financial travel liabilities for digital exclusions, and accelerated appeal tracks under the joint authority of the CEO, Michael Dosunmu, and the Centre Manager. Approved by: Centre Manager Date of Approval: 17th June 2026 Revised by: Senior Registry Officer

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