



**REGENT  
PRIMARY  
SCHOOL**

# **Staff Grievances Policy**

---

Reviewed by Registrar: August 2022

Previous Review: August 2020

Approved by the Board:

## **Scope**

This policy applies to staff employed at The Regent School Abuja, Nigeria.

## **Background**

From time to time, individual employees may have grievances related to their employment, which need to be resolved in order to maintain positive working relationships. All parties to a grievance should try to resolve the matter informally through discussion, proceeding to formal processes only if this does not succeed, whilst adhering to all relevant legislation

## **Definition:**

Staff grievance: A staff grievance occurs where a staff member is concerned about some aspect of their employment or treatment by another person or by a management decision, and wishes some action to be taken to remedy the situation.

## **Policy statement:**

The Regent School aims to maintain a harmonious working environment. This policy aims to assist staff and management to resolve staff grievances effectively and to the satisfaction of all concerned.

## **Grievance Procedure**

If a grievance cannot be resolved by informal methods, the following process may be used.

### **Step 1: Direct Resolution**

Staff members who wish to raise a grievance should, in the first instance, attempt to resolve the issue directly with the person involved.

### **Step 2: Line Management**

If the matter is not resolved, or the staff member is unwilling to raise it with the person involved or with their line manager or the other party does not wish to discuss the matter directly, the staff member should raise their grievance with their Head of Department. This should be done formally, in writing, citing this Grievance Policy as the method they wish to adopt to seek resolution of their grievance.

If they do not feel that the issue is resolved by their Head of Department, they may raise it with the Senior Teacher or the Headmaster, formally in writing. The Senior Teacher or Headmaster will respond with an appointment at which the matter can be discussed.

The highest authority in the School is the Proprietress. Should the person raising the grievance feel that the matter has not been resolved to his or her satisfaction, even after the involvement of their Head of Department and the Headmaster, he or she may raise it in

writing with the Proprietress. The Proprietress will wish to speak to all parties involved, after which she will give a ruling. The Proprietress' decision is final.

**Notes:**

- Confidentiality is to be respected; no one is to discuss information about a grievance outside the grievance procedures.
- A staff member who has commenced a grievance process may withdraw and stop the process at any time without penalty.
- No staff member will suffer any personal or professional disadvantage because they decide to pursue a grievance in accordance with this policy and procedures.
- Employees may elect to have a support person of their choice present as a witness at any meetings or interviews.
- Until the grievance is resolved, work shall continue as normal.

**Resolution**

When a grievance has entered the formal stage of this process, the resolution will be briefly documented and the details recorded in the personnel file of the person raising the grievance.

**Conclusion**

This Policy Document both guides and reflects current practice at The Regent School. It is up to date and current at the time of writing (Sept. 2021) and will be due for review in Sept. 2022.