



Primary PPA Cover[®]

Raising attainment in primary schools

Primary PPA Cover aims to provide high-quality services that meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are unhappy in any capacity with your provision, please refer to your SLA which provides clear instruction and a procedure that will be followed.

If you are unhappy with a member of staff from Head Office, please advise them directly if appropriate. If inappropriate then please raise this in writing to the staff member's superior (please see below)

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with the response given or wish to raise the matter more formally, please write to Rachel Stapleford if you are a school and Leah Moore if you are a current, previous or future employee at

All written complaints will be logged. You will receive a written acknowledgment within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Policy brief & purpose

Our grievance procedure policy explains how employees can voice their complaints in a constructive way. Supervisors and senior management should know everything that annoys employees or hinders their work, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

Scope

This policy refers to everyone in the company regardless of position or status.

Policy elements

Grievance definition

We define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a grievance letter explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the company or external agencies (e.g. equal employment opportunity committee)

Procedures

Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

1. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. Your employer will respond within five working days. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal

meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.

2. If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
3. Accommodate the procedure outlined below

The HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:

1. Ask employee to submit a grievance letter
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who faces allegations with a copy of the grievance
4. Organize mediation procedures (e.g. arranging a formal meeting) if seen as necessary
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved
8. Take actions to ensure the formal decision is adhered to
9. Deal with appeals by gathering more information and investigating further
10. Keep accurate records

This procedure may vary according to the nature of a grievance.