

JIGSAW LEARNING TRUST

GRIEVANCE POLICY

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Summary of Changes
The changes to the policy include:

Section 1 – Introduction	
	Paragraph 1.2 – Additional sentence to confirm use of procedure for formal concerns of bullying, harassment and sexual harassment.
Previous Section 8 – Dignity at Work – complaints about bullying harassment and victimisation	Section 8 included in September 2025 version has been removed. This is now covered in detail in the new Anti-harassment and Bullying policy.
Section 1 – Introduction	

Introduction

1.1 We promote a positive working environment and encourage open communication. However, it is recognised that from time to time, employees will have concerns, problems or complaints about an aspect of their employment.

1.2 This procedure is designed to support employees who feel that they have an issue which they need help to resolve. It provides an opportunity for employees to resolve their grievances in a timely, fair and consistent manner, to help to maintain effective working relationships.

1.3 When raising a grievance, employees must follow the procedure detailed below. Employees are very much encouraged to resolve their grievance informally with line management or through a process of mediation. However, in circumstances where this is not possible, or the informal route has failed, employees should follow the formal grievance procedure.

1.4 Raising a complaint or being subject to a complaint can be an upsetting experience. Everyone involved can expect to be treated fairly and with respect and anyone can seek support whilst going through the process. Individuals are encouraged to contact the Headteacher to discuss what support is available to them.

1.5 All employees have the right to bring a grievance and it is a fundamental principle of this policy that no employee shall be treated any less favourably or suffer any detriment in their employment as a result of raising a grievance under this procedure. Following an investigation, where there is evidence that a grievance is raised maliciously, (i.e. where an employee raised a grievance on grounds which they knew to have been false with the intention of harming another person), this will be considered in line with the school's disciplinary procedure and formal action may be taken against the employee raising the grievance.

Consistency of Treatment and Fairness

1.6 The Governing board is committed to ensuring consistency of treatment and fairness. It will abide by all relevant equality legislation, including where the duty to make reasonable adjustments applies. The Governing board is aware of the guidance on the Equality Act issued by the Department for Education.

2 Data Protection

2.1 The school processes personal data collected during informal complaints and the formal grievance procedure in accordance with its data protection policy. In particular, data collected as part of informal complaints and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the complaints or conducting the grievance procedure. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the school's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the school's disciplinary procedure.

3 Employee Health & Wellbeing

3.1 The school is committed to creating an environment that promotes good physical and mental health and wellbeing, where staff can thrive and feel supported.

3.2 Where employees are being supported and managed within this policy, this will be done sensitively with appropriate regard to their individual circumstances. In addition, the school will consider any necessary reasonable adjustments to support an employee to fully engage in the process set out in this policy. This may include, for example, also allowing the employee to have an appropriate 'support' person accompanying them to a formal meeting as well as a Trade Union representative or work colleague.

3.3 The Trust Board is expected to have an overriding regard for the wellbeing of all employees (including that of the Headteacher/CEO) and the board is expected to monitor the impact of strategies and initiatives that promote a positive and sustainable workplace culture. The Headteacher/CEO is expected to model a positive and sustainable workplace culture to all employees and seek to reduce unnecessary workload.

3.4 A range of support is available to both parties involved in process which could include coaching, counselling and/or a referral to the Occupational Health Service.

4 Definition

4.1 A grievance is a concern, problem or complaint raised by an employee that relates to some aspect of their work, such as the terms and conditions, working environment, duties, work relations or how they have been treated. Complaints of bullying and harassment should be raised initially under this procedure but reference made to section 8.

5 Alternative Policies/Procedures

5.1 There are a number of associated policies and procedures which the school may feel are more appropriate depending on the issue raised. The School may determine in respect of any issue raised that it will be considered under an alternative procedure, where it considers it appropriate to do so. Employees can request a copy of any alternative policies from their line manager or school office.

6 Grievance and other Formal Procedures

6.1 Where an employee raises a grievance during another formal procedure, for example during a disciplinary procedure, consideration should be given as to whether it is appropriate to continue with that formal procedure or whether the procedure should be halted until the grievance procedure is completed. Consideration should also be given to who is most appropriate to consider the grievance. However, where the issues are related it may be appropriate to consider both matters concurrently.

7 General Principles for Managing Grievances

7.1 In most cases grievances should be resolved informally in the first instance, providing the nature and seriousness of the grievance permits this. Grievances will be dealt with professionally and promptly without unreasonable delay. Employees should be kept informed of intended timescales.

7.2 Grievances should be taken seriously, and Headteachers/managers should actively look for a solution that will satisfy the employee (without causing disproportionate operational difficulties or adverse impact on colleagues). Everyone involved in the grievance should ensure that discussions are open and constructive.

7.3 A trade union representative or an appropriate work colleague may accompany the employee raising the grievance at all formal stages of this procedure and may assist the employee in completing a written statement where necessary. Where an employee has a mental impairment, consideration will be given to reasonable adjustments in respect of the appropriate person to accompany them in the formal meetings.

7.4 All meetings will be held in a confidential place. If either the employee or the person accompanying them has any special requirements, they should inform the chair of the meeting in advance and, where appropriate, reasonable adjustments will be made.

7.5 Employees should ensure that their grievance centres on the key issue that they are concerned about. Focusing on incidents that took place long before the matters in hand may not be helpful and could hinder the effective handling of the grievance.

7.6 Where further investigation is warranted, complaints that amount to an allegation of misconduct on the part of another employee should be investigated and dealt with under the school's disciplinary procedure. Where a matter is formally investigated under the disciplinary procedure, the employee that raised the grievance will, at the appropriate time, be provided a conclusion to their grievance. Where appropriate, the school will assure the employee that it will deal with the matter appropriately however, it may be unable to provide any further information.

7.7 Where a specific grievance has been dealt with under the formal procedure the same grievance cannot be raised again at a later date. This provision applies even where an employee feels the grievance has not been resolved to their satisfaction, following appeal.

7.8 Issues that have been the subject of collective negotiation or consultation with trade union representatives will not be considered under the grievance procedure.

7.9 This procedure cannot be used to raise a complaint that an employee may have where separate formal procedures are being followed; any complaints should be dealt with as an appeal under those procedures. For example, against the issue of a disciplinary warning or capability sanction, dismissals, redundancy, restructuring, redeployment, appraisal, pay progression, grading or requests for flexible working. Where those

procedures have been exhausted, there is no recourse to consider the matter under the grievance procedure.

7.10 Where an employee has raised a grievance but their employment with the school ends before the process is concluded, they will still have the right to have their grievance concluded should that be their wish, with a right of appeal. It may be necessary therefore, once their employment has ended, or when it is known that their employment is due to end, to review the need for a conclusion to be reached, and where necessary to review the employees initial desired outcome. Where the employee is happy for the grievance process to cease, on termination of employment, it is not necessary for the school to conclude the process. However, the school reserves the right to continue with the investigation in the absence of the former employee where it is deemed appropriate to do so. The decision to cease the grievance procedure should be confirmed in writing to all parties.

8 Resolving Issues Informally

8.1 Concerns, problems and complaints are often easily resolved informally enabling effective working relationships to be maintained.

Talk to the individual

8.2 Where an employee has concerns about the behaviour of a colleague, they should aim to resolve their grievance informally by speaking to the person concerned, clearly explaining what the concern or problem is and the effect it is having on them. Many people may not be aware that their actions cause offence to others and once it is highlighted this may resolve the situation.

Talk to manager

8.3 If an employee feels unable to discuss the matter with the person involved, they should raise the matter promptly and informally with their line manager or Headteacher. The Headteacher/managers should still attempt to deal with the issues informally and may wish to speak to the person concerned on the employee's behalf. A quiet word is often all that is required, and many problems can be raised and settled at an early stage during the course of everyday working relationships. If the line manager/Headteacher is unavailable (i.e. due to holiday, sickness etc), or is not the most appropriate person to discuss the matter with, or is the

subject of the grievance, an employee should contact the next most appropriate person in the school or a Governor.

8.4 A Trade Union representative or a work colleague may also be able to support the employee in exploring an informal approach to resolving the issue.

8.5 Line managers/Headteachers should ensure that issues raised informally are given the same level of due care and attention as issues raised formally. The employee raising the grievance may request a meeting as part of the informal procedure.

8.6 Wherever possible Headteachers will ensure that all attempts to resolve the matter informally have been made before it escalates further. Escalation to the formal process should be a last resort.

Conducting an informal meeting

8.7 The line manager, or headteacher, should seek to understand what the employee is concerned about, what outcome the employee is seeking and whether any further meetings are needed.

8.8 More than one discussion may be required to achieve a resolution. At the end of the meeting, the employee and the line manager should agree what actions will be taken to achieve an acceptable outcome, and by when.

8.9 The Head Teacher or line manager may facilitate a discussion between the individuals to address and resolve the concerns.

8.10 In circumstances where working relationships are breaking down, it may, with mutual agreement, be helpful to seek resolution through mediation.

9 Mediation

9.1 Mediation should always be considered before invoking the formal procedure.

9.2 Mediation involves an independent, impartial person working with both sides to find a solution. It has been proven to effectively resolve issues especially if utilised before conflict escalates and views become entrenched.

9.3 Mediation is a voluntary, confidential way of helping two or more individuals or groups reach a solution that's acceptable to everyone. The overriding aim of workplace mediation is to restore and maintain the employment relationship wherever possible. This means the focus is on working together to go forward, not determining who was right or wrong in the past. Mediation can be used at any stage but is most effective before situations become formal.

9.4 The mediator can be someone internal or external to school.

10 Stage 1 - Formal Grievance Procedure

10.1 When a matter cannot be resolved informally, via mediation, or is too serious to be considered informally, the employee should then follow the formal procedure detailed below.

10.2 To raise a formal grievance an employee must submit a written statement detailing the grievance to the Headteacher without unreasonable delay (unless the Headteacher is the subject of the grievance, in which case it should be submitted to the Chair of Governors). Wherever possible, the grievance should be made using the form attached at Appendix 1. This written statement will form the basis of the subsequent grievance meeting and any investigations, so it is important that the employee sets out clearly the nature of their grievance and indicates the outcome that they are seeking.

10.3 Where it is unclear if a written statement received is intended to be treated as a grievance the recipient of the written statement shall seek to clarify this, without unreasonable delay.

10.4 Further attempts may be made to resolve the matter informally, depending on the nature of the complaint. However, if the employee is not satisfied with the outcome or if the employee does not feel their grievance can be dealt with informally, then a full grievance meeting should be arranged.

10.5 Where a grievance is raised against another employee, it is important to approach the situation sensitively and carefully. The Headteacher should generally start by speaking privately to the employee to alert them to the fact that a concern has been raised against them by a fellow employee and offering any necessary support. The Headteacher will inform the employee of the procedure being followed. If the decision is made to

formally investigate the matter, the employee who is the subject of the concern will be notified without unreasonable delay, and at the same time as the person who has raised the grievance.

10.6 Where the complaint amounts to an allegation of misconduct on the part of another employee, consideration should be given to formally investigating those complaints under the school's disciplinary procedure (see paragraph 7.6). If a determination is not able to be made on first receipt of the grievance statement, on whether to deal with matters under the disciplinary procedure, this should be kept under review throughout the grievance process.

10.7 Before proceeding to a grievance meeting, it may be appropriate to carry out an investigation into matters raised within the grievance statement (See section 11.12). Where it is deemed appropriate to conduct an investigation ahead of the grievance meeting the employee should be notified of this and the timescale for completion. The level of investigation and time this will take will vary depending on the nature of the grievance. However, it may in most cases be appropriate to hold the grievance meeting before determining whether further investigation into matters raised within the grievance statement is required.

(Stage1) Grievance Meeting

10.8 The meeting will be held as soon as is reasonably practicable, subject to any need to carry out prior investigations. It will be chaired by the Headteacher (or another authorised officer) and attended by an HR representative. The employee will be invited to attend in writing and will be advised of their right to be accompanied by a Trade Union representative or an appropriate work colleague. The employee and the person accompanying them must take all reasonable steps to attend the meeting.

10.9 The purpose of the grievance meeting is to allow the employee to restate and fully explain the details of the grievance, share any supporting evidence, and to outline their preferred resolution or the outcome they believe would appropriately address their concerns. The main task for the Headteacher chairing the meeting is to gain a clear understanding of the grievance by listening to the employee and asking questions to clarify the facts.

10.10 The Headteacher might need to take some time to investigate the grievance so they can make a fair and robust decision. Where an

investigation has been conducted ahead of the grievance meeting and where more information comes to light, or where the grievance meeting was arranged before any investigation was carried out, it may at that point be necessary to adjourn the grievance meeting to investigate further. (See section 11.12) The employee will be informed if further investigation is required before a decision can be reached. The Headteacher should be clear about the main issues which are to be investigated and responded to, and it would be appropriate at this stage to share with the employee what these are understood to be on conclusion of the grievance meeting.

10.11 Notes of the grievance meeting should be taken and shared with the employee.

(Stage1) Grievance Investigation

10.12 For a grievance investigation, it is usually best for the person determining the outcome of the grievance to investigate the issue. Where it is deemed appropriate for a separate investigating officer to undertake an investigation, clear terms of reference will be drafted, and the employee will be advised of the remit of the investigating officer.

10.13 Where the grievance is against another employee, the investigation should include interviewing that person and any other relevant witnesses. The employee who the grievance is against will be invited to a meeting to discuss the issue(s) in more detail as part of the investigation process. The invite to the meeting will clearly state the purpose of the meeting and provide the employee with sufficient details regarding the nature of the grievance being considered. However, employees will not be provided with a copy of the grievance statement. The employee is entitled to be accompanied at the meeting by a work colleague or trade union representative. During the grievance investigation meeting, the concerns that have been made against the employee will be explained and the employee will be afforded the opportunity to put forward their understanding of the situation.

10.14 Where a grievance is raised against another employee and that employee leaves their employment before the process is concluded, the aggrieved employee will still have the right to have their grievance concluded should that be their wish. It may be necessary however at this stage to review the need for a conclusion to be reached, and where necessary to review the employees initial desired outcome. Where the employee is happy for

the grievance process to cease, it is not necessary for the school to conclude the process. The decision to cease the grievance procedure should be confirmed in writing to all parties.

10.15 Witnesses should usually be interviewed as part of the investigation stage. It is not usual for witnesses to attend the grievance meeting.

10.16 It would not usually be appropriate to share full details of any investigation undertaken. The aim of this procedure is to resolve issues, therefore enough information should be given to enable the employee to understand the decision reached. Where disclosure is considered, and a third party is identified in the notes, for example a witness who was interviewed as part of the investigation, the information can be disclosed only with that person's consent or after redacting parts which identifies the third party.

10.17 Once they are satisfied that they have all the available facts, the Headteacher will decide if it is necessary to reconvene the grievance meeting to allow the employee to comment/respond to the evidence collected as part of the investigation or if they are able to conclude their investigation. Where the grievance meeting is reconvened the Headteacher will then adjourn the meeting to make a decision.

(Stage1) Grievance outcome

10.18 All points raised by the employee should be considered, and a decision will be made on what action will be taken to resolve the grievance, with advice from the school's HR provider.

10.19 The decision will be communicated in writing to the employee without unreasonable delay. The reasoning for the decision will also be set out within the letter, along with any facts which have been ascertained in coming to the decision. Where appropriate it will set out what action the employer will take to resolve the grievance, and the employee's right to appeal if they are not content with the action taken.

10 Stage 2 - Appeal

11.1 Employees have a right to appeal against the decision made formally at stage 1. In order to do this, the employee must provide a written statement setting out their grounds of appeal to the Clerk to the Trust Board within 10 working days from receipt of the letter confirming the

decision. The employee must make clear the grounds for their appeal, for example, why they think the decision was wrong or unfair and the appeal should also include what the employee would like to happen next, for example to look at the new evidence which wasn't originally available. No new complaints can be raised at the appeal.

11.2 Only in very exceptional circumstances will an appeal be considered after this timescale, and there must be a valid and reasonable reason for the delay.

11.3 Upon receipt of a written statement of appeal, an Appeal Hearing will be arranged without unreasonable delay. The employee will be invited in writing to attend the Appeal Hearing, which will include notification of their right to be accompanied by a trade union representative or an appropriate work colleague. The Headteacher (or authorised officer) who made the decision at stage 1 will be present at the appeal to explain their decision.

11.4 The appeal hearing will be conducted in line with the arrangements set out in the school's terms of reference, usually involving the Appeals Committee of the Board of Trustees. The hearing officer/panel, advised by a HR representative, will consider the grounds of appeal that the employee has put forward and assess whether or not the conclusion reached in the original grievance hearing was appropriate.

11.5 All relevant documentation from the original process should be made available to the appeals panel. This may include the initial outcome letter, the evidence reviewed, the stated grounds for appeal, and any supporting documentation. The procedure to be followed at the appeal hearing is as set out in Appendix 3.

11.6 The decision made at the Appeal will be confirmed in writing to the employee, without unreasonable delay, and will be final with no further internal right of appeal.

11.7 Possible appeal outcomes are:

- Uphold the appeal
- Partially uphold the appeal on specific points
- Do not uphold the appeal

12 Raising a Grievance against a Headteacher

Stage 1 – Grievance Hearing

12.1 In the event that an employee wishes to raise a grievance against the Headteacher, the written statement (Appendix 1) should be submitted to the Chair of the Board of Trustees of the school or other authorised officer in line with the school's terms of reference. The employee must include specific details of the grievance and how they think it could be resolved.

12.2 Consideration should be given to the appropriate person/governor to investigate and/or determine the grievance. In some circumstances, it may be appropriate to appoint an independent investigating officer. In which case clear terms of reference will be drafted, and all parties will be advised of the remit of the investigating officer.

12.3 The principles as set out in section 11 should be followed when dealing with a grievance against a Headteacher (with the exception of the Headteacher investigating and determining the outcome of the grievance). This includes making attempts to resolve the matter informally, depending on the nature of the complaint.

Stage 2 – Appeal

12.4 The process for appeals will be as in section 12 with the person who determined the outcome at stage 1 attending to explain the basis of their decision.

13 Raising a Grievance against a member of the Board of Trustees

13.1 Should a grievance be received against a member (or members) of the Board of Trustees, the school, with advice from HR will determine an appropriate method for hearing the grievance, in line with the Trust's scheme of delegation.

13.2 The appeal mechanism will also be considered according to the individual circumstances of each case at the time of submission.

14 Collective Grievances

14.1 There may be occasions where two or more employees wish to raise the same grievance together. This will be treated as a "collective grievance", and the grievance will be dealt with in one process. This has advantages for all parties ensuring connecting grievances are dealt with in a consistent and timely manner. Where it is determined that two or more individual grievances are connected and where all employees have the same desired outcome, we may determine that the grievances are dealt with as a "collective grievance". Before determining whether grievances will be dealt with as a collective grievance a discussion should take place with each individual to be clear on what they want as an outcome from the grievance. In cases where it has been determined that the grievance will be dealt with as a collective grievance, the employees must nominate a trade union representative to act on the employee's behalf. (In cases where none of the employees are in a trade union, they may nominate one person to represent the group).

14.2 The collective grievance procedure reflects the individual grievance procedure. Wherever possible, the aim should be to resolve the grievance informally. Where this is not possible, the collective grievance should then be raised using the Formal Grievance Procedure set out above. However, the form attached at Appendix 2 should be used, as appropriate.

14.3 Employees raising a collective grievance must be aware that they cannot then raise an individual grievance for the same issue.

14.4 If the School determines that a collective issue raised would be better dealt with under the alternative procedure it will advise of this accordingly.

15 Keeping and disclosing records

15.1 Whether dealing with grievances formally or informally, it is advisable for all parties to keep a record of discussions and agreed actions.

15.2 In particular, records should include:

- the nature of the grievance
- what was decided and actions taken
- the reason for the actions

- whether an appeal was lodged and the corresponding documents
- the outcome of the appeal
- any subsequent developments

15.3 Copies of meeting notes must be given to the employees concerned.

15.4 Electronic, audio or video recording, by any device, of all meetings associated with the grievance process will not be permitted, unless express authorisation has been given from the most appropriate person prior to any such meeting taking place.

15.5 In certain circumstances, the school may decide to protect the identity of an individual or to withhold some information, for example where information is of a sensitive personal nature or considered to be irrelevant.

15.6 Records should be held in a secure and confidential manner and kept no longer than necessary in accordance with General Data Protection Regulations.

16 Post-employment grievances

16.1 An aggrieved employee who has ended their employment with the school and had not submitted their grievance before their employment ended, should ensure they submit their grievance in writing within 1 month of the effective date of termination. Grievances received after this date will not be considered.

16.2 A grievance from a former employee should be submitted to the Headteacher, or where the grievance is against the Headteacher to the Chair of Governors, setting out clearly the nature of their grievance and the outcome that they are seeking to achieve.

16.3 Where it is unclear if the written statement received is intended to be treated as a post-employment grievance the recipient of the written statement shall seek to clarify this, without unreasonable delay.

16.4 All post-employment grievances submitted within 1 month will be acknowledged and dealt with by way of correspondence as a minimum. Upon receipt of a post-employment grievance, consideration will be made as to whether any further investigation is necessary. There is no

requirement to meet with the former employee as part of an investigation, unless determined by the person investigating that it is necessary before a conclusion can be reached.

16.5 After reaching a conclusion regarding a post-employment grievance, the procedure will end and there is no right of appeal.

Appendix 1

Grievance Statement – Stage 1 (Please complete this form in full)

DETAILS

Name	
Job Title	
School	
Signature	
Date	

GRIEVANCE

Set out specifically the details of the grievance. Include all relevant details that will support the grievance including the name of person you are raising the grievance about (if relevant), any relevant information you are referring to, dates of relevant incidents, witnesses etc.

INFORMAL STAGE

Set out how you have tried to resolve your grievance informally and the outcome of this stage. Alternatively, set out why you consider that the grievance cannot be dealt with informally.

DESIRED OUTCOME

Set out how you think the grievance can be appropriately resolved.

Notes on completion:

- Each box can be extended or additional sheets can be attached if more space is required.
- All 3 sections should be completed in full.
- Retain a copy for your information.
- Seek assistance if you need help to complete the form.

Appendix 2

Collective Grievance Statement – Stage 1 (Please complete this form in full)

DETAILS

Each employee submitting this collective grievance must complete and sign this section (please extend this table or continue on a separate sheet if required)		
Name	**Job Title**	**Signature**
Date:		

GRIEVANCE

Set out specifically the details of the grievance. Include all relevant details that will support the grievance including the name of person you are raising the grievance about (if relevant), any relevant information you are referring to, dates of relevant incidents, witnesses etc.

INFORMAL STAGE

Set out how you have tried to resolve your grievance informally and the outcome of this stage. Alternatively, set out why you consider that the grievance cannot be dealt with informally.

DESIRED OUTCOME

Set out how you think the grievance can be appropriately resolved.

Notes on completion:

- Each box can be extended or additional sheets can be attached if more space is required.
- All 3 sections should be completed in full.
- Retain a copy for your information.
- Seek assistance if you need help to complete the form.

Appendix 3

Usually, the procedure to be followed at the appeal hearing will be as follows

- The procedure to be followed will be explained to all present.
- The appellant and/or their representative will present their case to the hearing, indicating the basis of their appeal and the ways in which they believe the original decision was flawed.
- The appeals panel are given the opportunity to ask the appellant questions for clarification.
- The individual (Headteacher or Chair of Committee) who made the original decision at the stage 1 grievance hearing may be requested to explain the conclusions reached at the hearing and/or the evidence on which those conclusions were based.
- The appellant and/or their representative will be given the opportunity to ask the individual (Headteacher or Chair of Committee) who made the original decision questions for clarification.
- The appeals panel are given the opportunity to ask the individual (Headteacher or Chair of Committee) who made the original decision questions for clarification.
- Both parties are given the opportunity for summing up, with the individual (Headteacher or Chair of Committee) who made the original decision providing a summary of the facts.
- The appellant and/or representative and individual (Headteacher or Chair of Committee) who made the original decision are then requested to leave the meeting whilst the Committee make their decision, with HR support and advice.
- The appeals panel (with any adviser) to deliberate in private, only recalling the parties where there are particular points of uncertainty on the evidence given. If recall is necessary, both parties are to return, notwithstanding that only one is concerned with the point giving rise to doubt.
- The appellant and/or representative may be recalled and the decision announced by the Chair of the Committee. It may also be appropriate to have the individual (Headteacher or Chair of Committee) who made the original decision return to the meeting while the decision is announced. In some cases, the appeals panel may not be able to make a decision immediately after the meeting and in those cases the appellant may receive their outcome in writing as soon as possible after the decision has been made.

The matter will end at this level, except where it is agreed between the parties that an important issue of principle arises that could be considered through the appropriate conciliation machinery.

Process for Managing Grievances Appendix 4

