

STRIVE TRAINING GRIEVANCE AND DISCIPLINARY POLICY

VERSION 3

1 Aug 2025

Strive Training Grievance and Disciplinary Policy

1. Purpose

This policy sets out the procedures for handling grievances and disciplinary matters at Strive Training. The aim is to ensure fair, consistent, and transparent processes that uphold the rights and responsibilities of all employees, learners, and stakeholders.

2. Scope

This policy applies to all employees, workers, volunteers, and learners involved with Strive Training and is informed by:

- ACAS Code of Practice on Disciplinary and Grievance Procedures
- ESFA funding rules and requirements
- Prevent Duty and safeguarding statutory guidance

3. Grievance Procedure

A grievance is any concern, problem, or complaint raised by an employee or learner regarding their experience at Strive Training.

3.1 Informal Resolution

Individuals are encouraged to raise concerns informally with their line manager, tutor, or another appropriate member of staff to seek early resolution.

3.2 Formal Grievance

If an informal resolution is not suitable or successful, a formal grievance should be submitted in writing to HR or the Quality Team.

The written grievance must include:

- Name and role (employee or learner)
- Full details of the complaint
- Desired outcome

3.3 Investigation

Strive Training will:

- Acknowledge receipt within 5 working days
- Appoint a neutral investigator
- Gather evidence and interview involved parties

3.4 Grievance Hearing

A hearing will be arranged where the complainant can present their case and be accompanied by a representative.

A decision will be communicated in writing within 10 working days of the hearing.

3.5 Appeal

If the complainant is dissatisfied, they may appeal within 5 working days. A senior manager not previously involved will review the case. The appeal decision is final.

4. Disciplinary Procedure

The disciplinary process may be invoked where misconduct, poor performance, breach of policies, or unacceptable behaviour is identified.

4.1 Principles

Strive Training will apply disciplinary actions:

- Fairly and consistently
- Without discrimination
- In accordance with employment law and safeguarding requirements

4.2 Types of Misconduct

Misconduct examples include (but are not limited to):

- **Minor Misconduct:** lateness, missed deadlines, inappropriate use of technology, minor breaches of learner/staff code of conduct
- **Serious Misconduct:** repeated breaches despite warnings, bullying, harassment, academic misconduct (e.g., plagiarism), repeated failure to adhere to behaviour expectations
- **Gross Misconduct:** safeguarding breaches, violence or threats, discrimination, theft or fraud, serious health & safety violations, actions that compromise Prevent Duty responsibilities

4.3 Suspension

In cases of suspected serious or gross misconduct, suspension may be necessary while the matter is investigated. This is not a disciplinary sanction.

4.4 Investigation

A formal investigation will be conducted promptly, with the individual given an opportunity to respond.

4.5 Disciplinary Hearing

- The individual will receive written notice of the hearing and supporting evidence
- They may be accompanied by a representative
- A fair opportunity will be given to present their case

4.6 Possible Outcomes

Depending on the severity,

- Informal warning
- First written warning
- Final written warning
- Dismissal (staff) or withdrawal from programme (learners)

Outcome letters will detail the decision and right to appeal.

4.7 Appeal

Appeals must be:

- Submitted within 5 working days
- Heard by a senior decision-maker not previously involved

The appeal decision is final.

5. Confidentiality and Record Keeping

All grievance and disciplinary records will be handled confidentially and stored securely in accordance with GDPR.

6. Support

Strive Training will ensure that:

- Employees and learners can access pastoral support and additional learning support as required.
- Safeguarding concerns are escalated to the Designated Safeguarding Lead (DSL).
- Prevent Duty risks are addressed through timely reporting and intervention.
- Reasonable adjustments are considered in accordance with Equality Act 2010.

- Representatives may attend hearings.

7. Review

This policy will be reviewed annually or sooner if required due to legal or organisational changes.

