

Staff grievance procedure

The British School of Amsterdam encourages friendly relationships and mutual respect between all employees. Such an atmosphere is a positive example for the pupils in the school; it is their personal and academic education which is our first priority.

From time to time, disagreement or dissatisfaction will inevitably arise, and in any such case the following procedure should be followed. **At every stage, the parties concerned must respect the need for discretion. A complaint which has been discussed with a number of parties has already grown more serious before middle or senior managers have had a chance to restore balance.**

1. A genuine attempt must be made by the complainant to resolve the dispute personally and swiftly. A compromise from the parties concerned, even when one feels most wronged, allows each to move forward with dignity and permits normal relations to be resumed.

2. If these attempts do not succeed, the matter must be taken as an oral complaint to the complainant's immediate line manager who may be the head of section. The line manager will hear the grievance, may ask for time to consider, but will respond within one working day, suggesting a way or ways forward.

3. If the complainant remains dissatisfied, he or she may make a formal written complaint to the line manager. Such a complaint will require from the line manager a written response within three working days, detailing formal steps to remedy the matter, together with a suggested monitoring procedure and an agreed date for review of progress.

4. If, in spite of the previous steps, the complaint remains unresolved, the matter should be taken up with the Principal who will consult all parties concerned and will respond in writing to the complainant within five working days.

5. If the complainant is still dissatisfied, he or she may ask the Principal to pass the matter to the Chairman of the Supervisory Board who will select a neutral board member (i.e. one who has no personal connection with any of the parties directly concerned) to consider the issue and to arbitrate. His or her decision will be final.

6. If the complaint is about the conduct of the Principal, the complainant may approach directly the Chairman of the Supervisory Board. In order that the Chairman may remain impartial, he/she will not seek details of the issue, but will select a neutral board member (i.e. one who has no personal connection with any of the parties directly concerned) to consider the issues and to arbitrate. If the complainant remains dissatisfied, he or she may appeal to the Chairman who will re-examine the issue and arbitrate. The Chairman's decision will be final.

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