



School of Coding & AI

Student First Always

HIGHER EDUCATION

Grievance Policy

Policy Owner: Suki Gill

Full Name	Position	Signature	Date	Review Cycle
Suki Gill	Principal		01.09.2025	Annual

School of Coding Limited T/A School of Coding & AI
Company Number: 10808021 Registered in England & Wales
Registered Address: Unit 8-8b, Newton Court, Westrand, Pendeford Business Park,
Wolverhampton, WV9 5HB



1. Purpose

The purpose of this Grievance Policy is to provide clear guidelines on how grievances raised by staff, students, and other stakeholders of School of Coding & AI HE are handled in a fair, transparent, and timely manner, ensuring compliance with relevant laws, legislation, and regulations. The policy aims to create a positive environment where concerns can be addressed in a constructive way.

2. Scope

This policy applies to all employees, students, contractors, and other stakeholders associated with School of Coding & AI HE. It covers grievances related to:

- Employment conditions and treatment
- Discrimination, bullying, and harassment
- Disciplinary actions
- Health and safety concerns
- Any other issues affecting individuals within the Institute environment

3. Relevant Laws and Legislation

This policy is in accordance with the following UK laws and regulations:

- Employment Rights Act 1996: Governs individual employment rights and provides for fair grievance procedures.
- Equality Act 2010: Prohibits discrimination on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- Health and Safety at Work Act 1974: Ensures that the working environment is safe for all employees and students.
- Protection from Harassment Act 1997: Prevents harassment in the workplace and in educational institutions.
- General Data Protection Regulation (GDPR) 2018: Ensures that personal data is processed in accordance with data protection laws.
- Employment Act 2008: Outlines procedures for resolving workplace disputes.



4. Principles

The grievance process at School of Coding & AI HE is guided by the following principles:

- Confidentiality: All grievance matters will be treated with the highest level of confidentiality.
- Fairness: All parties involved in a grievance will be treated fairly and impartially.
- Non-retaliation: No individual will face retaliation for raising a grievance in good faith.
- Timeliness: All grievances will be addressed in a timely manner to avoid unnecessary escalation.
- Support: Individuals involved in a grievance will have access to support services, such as counselling or advice.

5. Procedure

5.1. Informal Resolution Where possible, individuals are encouraged to raise grievances informally. Staff should approach their line manager or HR, and students should contact their tutor or the Student Support Office to discuss concerns and seek a resolution.

5.2. Formal Grievance Procedure If the matter cannot be resolved informally, a formal grievance should be submitted in writing, detailing the nature of the complaint, any relevant information, and desired outcomes.

The following steps will be taken:

Step 1: Submission of Grievance

- Submit the grievance to the designated HR Officer or the Head of Student Affairs.
- Grievances should be submitted within 30 days of the incident or issue arising.

Step 2: Acknowledgment and Investigation

- The grievance will be acknowledged in writing within five working days.
- A thorough investigation will be conducted, which may include interviews, document reviews, and consultations with relevant parties.

Step 3: Grievance Meeting

- A grievance meeting will be arranged within 14 working days of the grievance being submitted.
- Both the individual raising the grievance and the subject(s) of the grievance will have the opportunity to present their case.
- Individuals have the right to be accompanied by a colleague, trade union representative, or other appropriate support.



Step 4: Outcome

- Following the investigation and meeting, a decision will be made, and the outcome will be communicated in writing within five working days.
- If the grievance is upheld, appropriate actions will be taken to resolve the issue.
- If the grievance is not upheld, reasons will be provided, along with information on how to appeal the decision.

6. Appeal Process

If the individual is not satisfied with the outcome, they may submit a written appeal within 10 working days of receiving the decision. The appeal should outline the grounds for appeal and any new evidence or information.

The appeal process involves:

- Step 1: Appeal Submission: Submit the appeal to the HR Director or the Principal.
- Step 2: Appeal Hearing: An appeal hearing will be arranged within 14 working days.
- Step 3: Outcome of Appeal: A decision on the appeal will be provided in writing within five working days.

The decision made at the appeal stage is final.

7. Legal Considerations

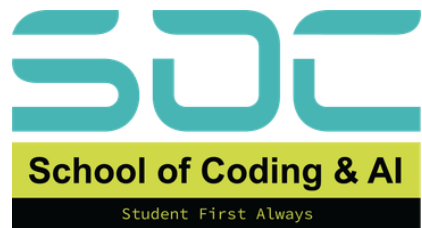
- Whistleblowing: Where the grievance relates to a public interest matter, such as criminal activity, fraud, or health and safety violations, the Public Interest Disclosure Act 1998 protections apply.
- Data Protection: Any personal data collected or shared during the grievance process will be handled in compliance with GDPR regulations.

8. External Resolution

If internal procedures fail to resolve the grievance, employees and students may seek external resolution through employment tribunals or by contacting bodies such as ACAS (Advisory, Conciliation and Arbitration Service).

9. Monitoring and Review

The Grievance Policy will be reviewed annually to ensure its effectiveness and compliance with changing legislation. Amendments will be communicated to all staff and students as necessary.



10. Contacts

- HR Officer: [Email] | [Phone]
- Student Support Office: [Email] | [Phone]
- External Support: ACAS – www.acas.org.uk

This policy is designed to ensure a respectful, supportive, and compliant environment at School of Coding & AI HE, ensuring the well-being and fairness of all its members.