

## **FEDERATION STAFF DISCIPLINE, COMPLAINTS AND APPEALS POLICY**

**Highlighted sections denote changes to policy.**

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Occasionally members of a school community behave in an unacceptable way. For this reason, straightforward and clear guidance as to the way forward in these situations is necessary. The following information gives guidance to line managers, but also to those who may find themselves subject to disciplinary action.

### **Parent complaints**

The procedure for parents to follow if seeking to make a complaint about the school is fully set out in the 'Procedure for Raising Concern - parents, carers and other stakeholders', found on the school website [www.aylestone.hereford.sch.uk](http://www.aylestone.hereford.sch.uk) This policy may also be obtained in hard copy by contacting the school. (A small charge for copying may be levied).

### **Students**

Detail as to what is deemed to be appropriate behaviour for students of the school and sanctions used by the school for unacceptable behaviour, is clearly set out in the school Behaviour Policy (see website for details), which is underpinned by the well defined C System showing the consequences of behaviour deemed to be inappropriate. Should parents feel that their child has been wrongly accused of poor behaviour, they should in the first instance contact the member of staff involved. If they feel that they would like further explanation they may contact the Achievement Coordinator for their child's year group, or alternatively the Subject Leader if the incident occurred within a lesson. If they wish to take the matter further they should approach the Headteacher. Any complaint about application of the school C system if unresolved at this point may be raised with the Chair of Governors, whose contact details may be obtained from the Clerk to the Governors, or alternatively a parent may use the Procedure for Raising Concern aforementioned..

### **Staff members**

#### **Line management**

Each member of staff has the right to an annual appraisal of their performance. In the case of teachers, this is managed by adherence to the school Appraisal Policy, which is reviewed annually by the Headteacher. All staff members are all allocated a line manager, which for teachers is usually the faculty leader in charge of the faculty within which they substantively teach. Teachers who teach in a range of different subject areas will be line managed by agreement between the faculty leads for these subjects, and in the case of confusion, the Headteacher's guidance should be sought. Newly Qualified Teachers will be supported and managed by the school induction tutor during their NQT period and not subject to performance management under the school policy until they are fully

qualified. Faculty leaders will be line managed by a nominated member of the Senior Leadership Team. The Headteacher will line manage Deputy Heads and Assistant Heads. Non teaching members of staff will be line managed by a designated member of staff identified when they are appointed to their position. The line management of roles is clearly defined by the school staff structure.

For Aylestone Business & Enterprise College staff structure see the attached information.

### **Purpose of line management**

The purpose of annual appraisal and line management is to set annual targets, review progress, celebrate success, identify professional development needs, and occasionally to identify and rectify unsatisfactory practice or practice which is deemed to be unprofessional or to bring the school into disrepute. The information below defines this process and also the rights and responsibilities of those involved:

- Targets should be set annually according to the appraisal policy for teaching and also associate staff members.
- The targets should be challenging but achievable, agreed and signed by the reviewed and reviewee. Guidance as to the setting of targets may be drawn from the National Teaching Standards documentation or in the case of an Associate member of staff, the job description to which they work. New or inexperienced line managers will be given support by the Senior Leadership Team.
- Reviewee and reviewer should meet as outlined in the appraisal policy to assess progress against targets. The responsibility for this meeting lies with the reviewer. At the end of the year, analysis of progress is made by recourse to all evidence available and targets set for the coming year.
- The in-year meetings give opportunity for either person to raise concerns or ask questions. Should the reviewer feel that the reviewee is not making sufficient progress, they should give the appropriate guidance and support to bring progress back in line with expectation. Should the reviewee have concern, he or she should seek guidance from the SLT member who line manages the reviewer.
- In the event of this concern being raised, the appropriate Senior Leadership Team member may then join the meetings and thus support / help solve the problem, or alternatively discuss the issue further with the Headteacher.
- The Headteacher at this point would review the situation and if necessary conduct a meeting with the staff member under review. Guidance should again be given by the Headteacher as to the need to improve, and support offered.
- Should the situation not be resolved within a reasonable time frame in the opinion of the Headteacher, she will call the member of staff to a Management Meeting, at which she will direct the member of staff to make the necessary improvements. At this meeting the Headteacher will again ensure that the member of staff feels that they have an appropriate

level of support in order to make the progress deemed necessary. The Headteacher will ensure that accurate notes from the Management Meeting are taken by a third party and serve as an account of the content of the meeting. These will be copied to the member of staff in question and kept on file. A reasonable time frame will be set, and the member of staff will be informed that should sufficient progress not be made within that time frame in the opinion of the Headteacher, he or she may well become subject to either the Capability or the Disciplinary procedure currently in use at Herefordshire Council and used by all schools. The Headteacher will identify where the member of staff may find these procedures, and also provide a hard copy if requested.

- Should the progress directed not be made, the Headteacher will follow the guidance set out in the LA procedure that she identifies to be the correct one (as above) in order to bring about the necessary improvement.

IN EXCEPTIONAL CIRCUMSTANCES A STAFF MEMBER MAY BEHAVE IN SUCH A WAY THAT THE HEADTEACHER DEEMS THERE TO BE A RISK TO; THE EDUCATION OF STUDENTS, THE SAFETY OF THE STUDENTS OR OTHER STAFF MEMBERS, OR THE GOOD NAME OF THE SCHOOL. IN THIS EVENT SHE WILL CONSULT IMMEDIATELY WITH THE CHAIR OF GOVERNORS, THE LOCAL AUTHORITY CONTACT INSPECTOR AND HEAD OF SECONDARY SERVICE FOR GUIDANCE AND SUPPORT.

If at any time during the sequence of events laid out above the member of staff deemed to be failing to make sufficient progress against targets (or in need of disciplinary action for other reasons) feels that he or she needs further support, then the school will ensure that the Local Authority Human Resources Department is consulted for advice and guidance, and / or a representative of the member of staff's professional body is contacted to offer support.

At any time during the process described above, the member of staff has the right to contact the Human Resources Department at the Local Authority direct. Should they wish to do so, the contact details are as follows:

The contact number (switchboard) is 01432 260000, then request the Human Resource Department for School.

Policy written on 15 April 2009, revised on – see title page.