Disciplinary and Grievance Policy

1. Introduction

Let's Educate is committed to maintaining high standards of conduct and ensuring a fair, consistent and transparent approach to managing disciplinary matters and grievances.

This policy applies to all agency workers engaged by Let's Educate, including those working within client settings such as schools, alternative provision and EOTAS environments.

This policy outlines the procedures to be followed where concerns arise regarding conduct, performance or feedback from client placements, or where an agency worker wishes to raise a grievance.

This policy aligns with the ACAS Code of Practice on Disciplinary and Grievance Procedures.

Let's Educate is a member of APSCo and adheres to recognised professional standards within the recruitment sector, alongside relevant statutory guidance.

Where appropriate, issues may be addressed informally before formal procedures are initiated.

2. Policy Statement

Let's Educate will:

- Treat all disciplinary and grievance matters fairly and consistently
- Carry out appropriate investigations before decisions are made
- Provide individuals with the opportunity to respond
- Allow the right to be accompanied at formal meetings
- Provide the right to appeal any formal decision.

3. Scope

This policy applies to all agency workers engaged by Let's Educate.

4. Disciplinary Procedure

4.1 Disciplinary Process Overview

The following stages will be followed:

- Investigation
- Disciplinary hearing
- Outcome
- Right to appeal

Concerns may arise from Let's Educate, client feedback, or incidents occurring within a placement.

4.2 Investigation

Where a concern is identified, Let's Educate will carry out an investigation without unreasonable delay.

This may include:

- Gathering statements
- Reviewing documentation
- Speaking to relevant individuals
- Reviewing feedback from client placements

Where concerns relate to safeguarding, Let's Educate will liaise with:

- The Client's Designated Safeguarding Lead (DSL)
- The Local Authority Designated Officer (LADO), where required
- Internal disciplinary processes may be paused or adapted in line with safeguarding guidance

Where necessary Let's Educate reserves the right to:

- Withdraw the agency worker from any active assignment
- Temporarily cease offering further assignments while an investigation is conducted
- Request retraining if required

This is a neutral act and does not imply guilt.

Where applicable:

This period is typically unpaid, unless statutory or contractual obligations apply.

4.3 Disciplinary Hearing

If appropriate the agency worker will be invited to a formal hearing

- They will:
    - Be informed of the allegations
    - Be given reasonable notice
    - Be provided with relevant evidence in advance
    - Have the right to be accompanied by:
        - A work colleague, or
        - A trade union representative

The hearing will:

- Allow the agency worker to respond
- Consider all available evidence

4.4 Outcome

Following the hearing, possible outcomes may include:

- No further action
- Verbal warning
- Written warning

- Final written warning
- Termination of engagement

Decisions will be based on the findings of the investigation and what is fair and reasonable in the circumstances.

The outcome will:

- Be confirmed in writing
- Clearly explain the decision

Where a decision is made to end the engagement:

- The agency worker will be notified in writing
- Let's Educate may confirm that it is unable to offer further assignments

Where a client requests removal from a placement:

- The agency worker may be removed from that assignment immediately
- This may be separate from any disciplinary outcome regarding future work opportunities

4.5 Gross Misconduct

Gross misconduct may result in immediate termination of engagement.

Examples include:

- Safeguarding breaches
- Breach of professional boundaries
- Fraud or falsification of records
- Violence or abusive behaviour
- Serious negligence
- Conduct that brings Let's Educate or a client into disrepute

Where an engagement is terminated due to a safeguarding concern, or where a worker resigns before a disciplinary process is completed, Let's Educate may have a legal duty to refer the matter to the Disclosure and Barring Service (DBS) and/or the Teaching Regulation Agency (TRA). Safeguarding concerns will always be managed in line with KCSIE and relevant local safeguarding procedures.

4.6 Right to Appeal (Disciplinary)

Agency workers have the right to appeal:

- Appeals must be submitted in writing to the **Compliance Manager** compliance@letseducate.co.uk
- Within 5 working days
- The full grounds of appeal must be clearly stated

Appeals will:

- Must be reviewed by a different person
- Consider all relevant information
- Result in a final decision

5. Grievance Procedure

5.1 Raising a Grievance

Agency workers may raise a grievance regarding:

- Working conditions
- Treatment by Let's Educate staff
- Treatment within client placements
- Any workplace concern

Grievances should be raised:

- In writing
- To the Compliance Manager (or designated contact)

5.2 Grievance Process

The following steps will be followed:

- Acknowledgement of the grievance
- Investigation where required
- A formal meeting where appropriate
- A written outcome

5.3 Grievance Meeting

Where necessary:

- A meeting will be arranged
- The agency worker has the right to be accompanied by a work colleague or a trade union representative
- The concern will be discussed fully
- Evidence will be reviewed

5.4 Outcome

Following review:

- A written response will be provided
- Any actions will be clearly outlined
- Timescales will be communicated where applicable

5.5 Right to Appeal (Grievance)

Agency workers may appeal:

- In writing
- Within 5 working days
- Clearly stating the grounds of appeal

The appeal decision will be final.

6. Record Keeping

- All disciplinary and grievance matters will be recorded

- Records will be treated confidentially
- Stored securely in line with GDPR and data protection requirements

7. Policy Review

This policy will be reviewed:

- Annually
- Following any significant incident or change

8. Legislation and Guidance

This policy aligns with:

- ACAS Code of Practice on Disciplinary and Grievance Procedures
- Keeping Children Safe in Education (KCSIE)