



Grange Farm Primary School

Grievance and Bullying and Harassment Policy for Schools Based Staff

Adopted by Grange Farm Primary School Governing Body
25th June 2025

To be reviewed by Governors Summer 2027

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INDIVIDUAL AND COLLECTIVE GRIEVANCE POLICY AND PROCEDURE

1. INTRODUCTION

- 1.1. This policy complies with the ACAS Code of Practice on Disciplinary and Grievance Procedures.
- 1.2. The aim of the Grievance Policy is to ensure that the school meets its legal and moral responsibilities in providing a straightforward and accessible method for members of staff to raise and resolve concerns. This policy takes into account employment legislation and guidance issued by ACAS (advisory, Conciliation and Arbitration Service).
- 1.3. The aim of the school's Grievance Procedure is to resolve any staff grievances fairly, consistently and quickly, in order to minimise any conflict or disruption in the workplace.

2. DEFINITION

- 2.1. **Grievance**- a complaint by an individual employee (or group of employees) about a matter related to their employment, for example concerns about:
 - Terms and conditions of employment
 - Pay discrimination
 - Health and safety within the school
 - Working relationships
 - Bullying and harassment
 - Changes to working practices
 - Working conditions or working culture
 - Organisational change
 - Discrimination

Any complaint from an employee that cannot be resolved through normal management procedures which relates to their employment, should be considered under this policy and procedure.

Complaints about wrongdoing that are deemed to be in the public interest and are not about a member of staff's employment should be referred to the School's Whistleblowing Policy, a copy of which is available from the school.

Any repeated grievance (that is a grievance which has already been investigated under the policy), will not need to be re-investigated. Where a grievance may have limited grounds for investigation, a meeting should be held in conjunction with the employee, trade union representative and the nominated person, supported by HR. This will be to agree on the key issues for investigation and to determine whether a lower-level resolution could be achieved. In these instances, schools are encouraged to contact their HR provider for advice.

Types of Grievance

2.2. Collective Grievance– a complaint by a group of employees about a matter related to their employment.

Where one or more employee raises a collective grievance the case for the employees can be prepared and submitted by one Trade Union representative on behalf of the relevant group of employees. The nature of the grievance and the desired resolution should be agreed upon. Raising a collective grievance on behalf of a group of employees will need their written consent. A collective grievance will be considered under the full scope of this policy and procedure.

One representative of each Trade Union has the right to attend a grievance meeting and/or appeal meeting.

2.3. Bullying and Harassment Grievance - The school is committed to providing a working environment that ensures all employees are treated with dignity and respect at work. The school also recognises its duty to provide employees with a safe and healthy working environment and culture. It is the policy of the school to make every effort to provide a working environment free from harassment, intimidation and any other form of unacceptable behaviour that is personally offensive.

The school recognises that bullying and harassment can result in low morale, under-performance and absenteeism and will make every effort to provide a working environment free from any form of unacceptable behaviour that is offensive.

This policy intends to address all forms of offensive and unfair behaviour, whether or not such behaviour is unlawful. It aims to underpin the standard of behaviour expected from all employees and provides practical guidance on how to deal with bullying and harassment.

The Policy provides for staff to raise concerns through an informal or formal process (as the individual prefers).

The school may, at any stage during the procedure, initiate a formal disciplinary process in cases where alleged misconduct is identified.

The purpose of this policy is not to inhibit the use of legitimate management systems or to prevent leaders and managers from using authority where necessary.

2.4. Definition of Bullying and Harassment

Although there is no legal definition of bullying, it can be described as unwanted behaviour from a person or group that is either:

- offensive, intimidating, malicious or insulting

- an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone

The bullying might:

- be a regular pattern of behaviour or a one-off incident
- happen face-to-face, on social media, in emails or calls
- happen at work or in other work-related situations
- not always be obvious or noticed by others

2.4.1. Examples of bullying might include:

- someone has spread a malicious rumour about you
- someone keeps putting you down in meetings
- your boss keeps giving you a heavier workload than others
- someone has put humiliating, offensive or threatening comments or photos on social media
- someone at the same or more junior level as you keeps undermining your authority

2.4.2. From 26 October 2024 the Worker Protection (Amendment of Equality Act 2010) Act 2023 (the new Act) places a duty on schools to take reasonable steps to prevent sexual harassment of employees in the course of their employment.

The following are some examples of behaviour which can be viewed as sexual harassment: -

- Unnecessary touching, patting, brushing against another person's body
- Sexual advances, propositions, suggestive remarks, jokes which may be referred to as 'banter', or other gestures
- Suggestive looks, staring or leering
- Display of pornographic or sexually suggestive pin-ups, posters etc
- Inappropriate communications by email or on the internet e.g on social media (for further guidance please refer to the Leeds City Council Schools Guidance for Staff working in Educational Settings on the Use of Digital Technologies and Social Media, a copy of which can be requested from school)
- Spreading sexual rumours for sexual favours
- Intrusive questions about a person's private or sex life or a person discussing their own sex life

Harassment may not be targeted at an individual(s) but consist of a general culture, which, for instance, appears to tolerate the telling of homophobic jokes.

The lists are not intended to be exhaustive and other types of behaviour may clearly constitute bullying or harassment.

The school operates a zero tolerance approach to sexual harassment and may deal with incidents of sexual harassment under the schools disciplinary policy and procedure.

Individuals who believe they have been sexually harassed or have witnessed sexual harassment, we encourage them to tell us so that we can deal with the matter swiftly.

- 2.5. The school has a duty of care to its employees and any Bullying or Harassment complaint will be considered in accordance with all statutory rights and responsibilities.
- 2.6. Individuals who consider that they are being subjected to bullying or harassment should keep a note of any incident, including the date, time, place, witnesses and details of what happened on each occasion. All other rights and procedures as stated in this document apply.

3. SCOPE

- 3.1. The procedure will apply to all staff employed by the school.
The procedure does not apply to:
 - issues raised by people who are not an employee of the school, as this would fall under the complaints procedure
 - redundancy dismissals
 - non-renewal of fixed-term contracts

Where the grievance is regarding the actions of a member of staff other than the Headteacher the employee must refer to Section 8 'Informal Grievance Resolution'.

- 3.2. Where the Head Teacher is submitting a grievance or the grievance is regarding the actions of the Headteacher and informal processes outlined in section 8 have failed to resolve the situation, it should be given directly to the Chair of Governors who will assume responsibility for ensuring the policy and procedure are adhered to. The Chair of Governors must refer to Section 9 Formal Grievance Resolution and may nominate an appropriate member of the Governing Board to respond on behalf of the school. All other rights and procedures as stated in this document apply to all staff in the school.

4. RIGHT TO BE ACCOMPANIED

- 4.1. At every stage in the procedure, the employee, and any person against whom a complaint is made, may be accompanied by a Trade Union representative or colleague, not employed in a legal capacity. If the chosen representative cannot attend on the proposed date, an alternative date will be agreed. This will not normally be more than five working days after the date originally proposed by the employer. Both parties must ensure there are no unreasonable delays to the process.
- 4.2. The representative may participate in meetings in support of the employee, but may not answer questions on their behalf.

- 4.3.** When arranging a meeting, the school should be conscious of the need of the employee and of his/her representative, to be given adequate time to prepare the case.

5. TIME LIMITS

- 5.1.** Where an employee is uncertain about whether to raise an issue with their employer they should seek advice from a trade union representative.

Where regular supervision takes place between employee and line manager, it is expected that the employee will raise concerns at an early stage as part of normal management processes as ongoing and professional dialogue.

In all cases, the more time that elapses the more difficult it will be for the school to establish the details of what happened and why. An aggrieved employee should submit their grievance/s as soon as practical and within 90 working days of the last incident.

6. RESPONSIBILITIES

6.1. Governors:

- Respond promptly and effectively to any complaint submitted by the Headteacher or about the Headteacher.
- Establish panels of three Governors if required, who will retain responsibility for hearing any grievances under this procedure and/or subsequent appeals.
- Respond promptly and effectively to any complaint referred to a meeting and or subsequent appeal.
- Ensure that the Grievance Policy and Procedure are adhered to.
- Consider resolutions to any complaint and ensure that they are implemented quickly and effectively.
- Refer any employee complaint to the lowest appropriate level of authority who may resolve it.
- Inform HR and obtain advice if required.

6.2. Headteacher:

- Respond promptly and give due consideration to any employee complaint, either verbal or written.
- Try to resolve the grievance at the earliest opportunity where it is appropriate to do so and using the lowest level of the procedure.
- Ensure that the Grievance Policy and Procedure are adhered to.
- Consider resolutions to any complaint and ensure that they are implemented quickly and effectively.
- Provide required information, if appropriate when requested by the employee submitting the grievance.
- Inform HR and obtain advice if required.

6.3. Employees:

- Make every reasonable effort to resolve their grievance at the earliest possible opportunity, where it is appropriate to do so and using the lowest level of the procedure.
- Present a clear and detailed complaint with a suggested resolution.
- May at any time withdraw their grievance by confirming this in writing.
- Where an ex-employee has an ongoing grievance at the time of leaving, they should inform the Headteacher or nominated person if they wish to pursue the grievance.

7. SUPPORT

- 7.1.** Raising a complaint at work can be a very difficult time both for the employee(s) involved and their colleagues, whether it is tackled informally or formally. The school is committed to supporting all members of staff and will ensure that additional support is provided as requested, for example Vivup employee assistance programme or Occupational Health.
- 7.2.** When employees choose to raise a grievance, it is recommended that they first contact their Trade Union or other representative for advice or seek guidance from ACAS www.acas.org.uk or 0845 7474747, from the outset.

8. INFORMAL GRIEVANCE RESOLUTION

- 8.1.** It is expected that wherever possible employees will have attempted to address grievances informally before pursuing the formal procedure. This is because the purpose of this procedure is to resolve issues of concern at the lowest level. Failure to resolve it at the lowest level can result in a referral to the formal procedure which can:
- Extend the process longer than necessary
 - Increase the feelings of conflict between the parties
 - Increase the feelings of anxiety for all parties
- 8.2.** Where an employee or group of employees are aggrieved about a matter and have been unable to resolve it through normal management processes they must raise it either verbally or in writing to the Head Teacher in the first instance. If the grievance is against the Head Teacher it should be raised with the Chair of Governors. The employee must be clear about the nature and details of the grievance and a possible resolution. Where there is any documentation relevant to the grievance this should be provided at this stage.
- 8.3.** On receipt of the informal grievance the nominated person or Head Teacher in consultation with the employee and or trade union representative will agree how the grievance will be progressed. This should be completed as soon as possible.

This can include but is not limited to the following options:

- Continue using the informal procedure
- Refer to other processes (see 9.2 of the policy)

- Where no agreement is made between the employee and employer using some or all of methods 1-5 of the informal procedure, a formal grievance can be submitted.

The employee should inform the Headteacher of nominated person of their preferred method to allow the Headteacher or nominated person to seek agreement from the other party in participating (via their Trade Union where applicable).

Informal Method 1 – Raising the matter directly

If it is agreed that the appropriate resolution is for the employee to raise the matter directly with the person against whom they have raised the grievance, they must choose an appropriate time and use a non-confrontational manner. It may be helpful to outline the particular action which is causing concern and try to make clear exactly what it is they find unacceptable. It is important to allow the other party to have the opportunity to respond from their point of view. The employee may find that shared information with the other person will throw a new light onto the situation and allow both parties to reflect on things differently. It is expected that there will be an agreed method of moving forward at the end of this process.

Informal Method 2 – Involve a colleague

As an alternative to Method 1 the employee could request a colleague, manager or school representative to outline the matter on their behalf by speaking directly to the person involved. After the initial meeting the employee may choose to become more involved at that stage. It is expected that there will be an agreed method of moving forward at the end of this process.

Informal Method 3 – Put it in writing

Where the employee feels unable to use method 1/2 they can choose to put their concerns in writing explaining how the particular action is affecting them. It is recommended that they seek advice from a Union Representative about the wording of the letter. Once the employee has taken this step it may be appropriate to arrange for the matter to be taken forward using one of the other informal methods. The other party will also be given an opportunity to respond in an appropriate manner and this may include a written response. It is expected that there will be an agreed method of moving forward at the end of this process.

Informal Method 4 – Restorative meeting

It may be appropriate to ask the Head Teacher or other suitable individual to arrange for a meeting between the employee and the individual against whom the complaint is raised. This should take place in a location suitable to both parties. It is expected that there will be an agreed method of moving forward at the end of this process.

Informal Method 5 – Mediation

This is a meeting where a trained independent mediator can help both parties raise issues of concern, assist with understanding the issues and help both parties plan a way of working together effectively in the future. This can only happen if both parties agree and if other informal methods haven't been successful.

If either party is unhappy with the particular method, at any stage, they may adopt the use of one of the alternative methods. If informal methods fail to resolve the situation you may wish to pursue a formal complaint, but do try and allow sufficient time for all parties to reflect on the matter and to try to reach an agreeable way forward. If Managers are involved in the process thus far, they should be considering if there are ways in which a resolution can be found with advice from HR Schools Team.

Do be aware that people often become defensive and relationships can become more strained when going through the grievance process, which can lead to further tensions and additional stress. For these reasons it is recommended that every effort be made to try and sort things out informally as soon as possible.

- 8.4.** If the grievance is not resolved at the informal stage, he/she may then progress the grievance to a Formal Grievance and complete the first half of the Grievance Form (see appendix 2).

9. FORMAL GRIEVANCE RESOLUTION

- 9.1.** Where the employee is dissatisfied with the outcome of the informal resolution, the employee should complete sections 1 to 5 of the Grievance Form (Appendix 2). This should be no later than 10 working days from the date the informal resolution method was undertaken, and it should be submitted to the Head Teacher or nominated person. The form should state specific details of the complaint, the informal method attempted and the resolution which the employee is seeking. Where the grievance is against the Head Teacher this should be submitted to the Chair of Governors. Where the Head Teacher wishes to submit a formal complaint, they should follow the same procedure but submit it to the Chair of Governors or a representative of Leeds City Council HR Schools Team if necessary.
- 9.2.** On receipt of the formal grievance the nominated person in consultation with the employee and or trade union representative will agree how the grievance will be progressed. This can include but is not limited to the following options:

- **Refer back to the informal stage if this has not been explored**

Where the employee has submitted a grievance without trying to resolve it informally the nominated person will decide if it is appropriate to refer back to the informal resolution as detailed in section 8.

- **Formal Investigation**

The nominated person will arrange for an independent person to investigate the issues raised. The Investigating Officer's brief is to establish the facts of the case by gathering information and making recommendations on their findings. Before commencing an investigation, advice and guidance should be sought from Leeds City Council HR on how to conduct an investigation.. The investigation should be undertaken in the strictest confidence.

- **Refer to other processes**

9.3. There will be occasions when an employee's grievance would be better addressed through another procedure. The Head Teacher or nominated person must establish that there is some evidence to support the aggrieved persons claims before referring to another process. The referrals are likely to be:

- Ill Health
- Capability
- Disciplinary
- Alcohol and Drugs Misuse Policy

It is not necessary to obtain the employees consent to refer the subject of their grievance to another process. Where a grievance has been referred to another process the nominated person should discuss with the employee whether this referral in itself has satisfied the grievance.

- **Arrange a formal hearing**

Where the agreed outcome following an investigation or discussion is to arrange a formal hearing the Head Teacher/Panel will ensure the process at Appendix 3 is followed.

10. FORMAL HEARING

10.1. The hearing will normally be held within 20 working days, ensuring that the employee has a minimum of 5 working days to prepare. The panel will conclude the hearing with one of the following options:

- Agree with the resolution proposed by the employee.
- Decide on an alternative resolution.
- Dismiss the grievance.

10.2. The Head Teacher or Chair of Panel may adjourn the meeting to request more information or evidence at any point, but the meeting should be reconvened within 5 working days where practical.

10.3. The Head Teacher or Chair of Panel will then confirm the outcome of the meeting to both parties, and their representatives where appropriate, in writing within 5 working days, informing the individual who made the complaint of their right to appeal against the decision. No other party has a right to appeal against the decision.

11. RIGHT OF APPEAL

- 11.1.** The employee must appeal within 10 working days of receipt of the formal outcome. The employee must complete section 6 of the Grievance Appeal Form at Appendix 2 and submit it to the Head Teacher (or where the Head Teacher is submitting the appeal, to the Chair of Governors). The form should state specifically why the employee feels that the Formal Grievance resolution is unsatisfactory and what outcome they are seeking.
- 11.2.** In order to consider the appeal, the Appeal panel will ensure that the attached process is followed (Appendix 3) and a hearing will normally be held within 20 working days, ensuring that the employee has a minimum of 5 working days to prepare. The Appeal panel will conclude the appeal hearing with one of the following options:
- Uphold the appeal and implement the resolution proposed by the employee.
 - Uphold the appeal and implement an alternative resolution.
 - Dismiss the appeal and accept the decision of the original hearing.
- 11.3.** The Appeals Panel may adjourn the meeting to request more information or evidence at any point, but the meeting should be reconvened within 5 working days where practical.
- 11.4.** The Governing Body Appeals Committee must then confirm the outcome of the meeting to parties, and their representatives where appropriate, in writing within 5 working days.

12. MODIFIED GRIEVANCE PROCEDURE

- 12.1.** The modified procedure may apply under the following circumstances:
- Where the employee has submitted a formal grievance but is then unable to attend a hearing within a reasonable timescale. It is important for all concerned that the process is not unduly delayed and if a mutually acceptable timescale cannot be reached, the complaint should be referred to the modified procedure.
 - Where the employee has left employment with the school.
 - Where the employee has a grievance against the Head Teacher.
 - Where the employee submitting the complaint specifically requests this procedure to be adopted. This may be for a number of reasons and the request should be considered on an individual basis.
- 12.2.** The employee must complete the sections 1-5 of the Grievance Form (Appendix 2) and submit it to the Head Teacher or nominated person, where the grievance is against the Head Teacher this should be submitted to the Chair of Governors. This must be done as soon as possible or within 60 working days of the original cause for grievance. The form should state specific details of the complaint and

the resolution which they are seeking. At this point, the employee should also include any evidence they can provide in support of the complaint.

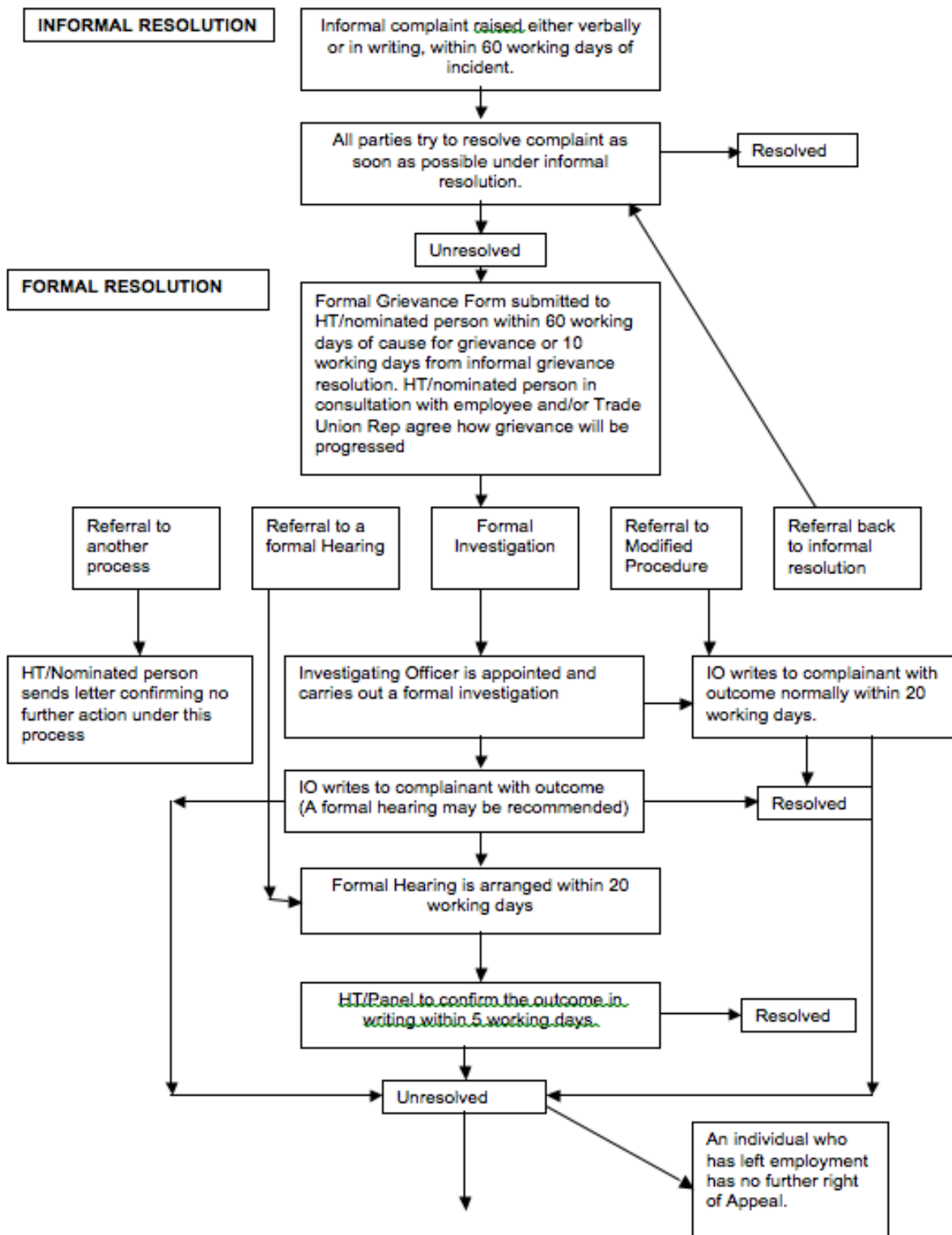
- 12.3.** The Head Teacher or nominated person will collect any further information required to clarify the grievance and produce a written response to the individual who raised the grievance normally within 20 working days.
- 12.4.** Any current employee has the right of appeal against this decision and should revert to the standard grievance appeal procedure outlined above. An individual who has left employment has no further right of internal appeal.

13. RECORDS

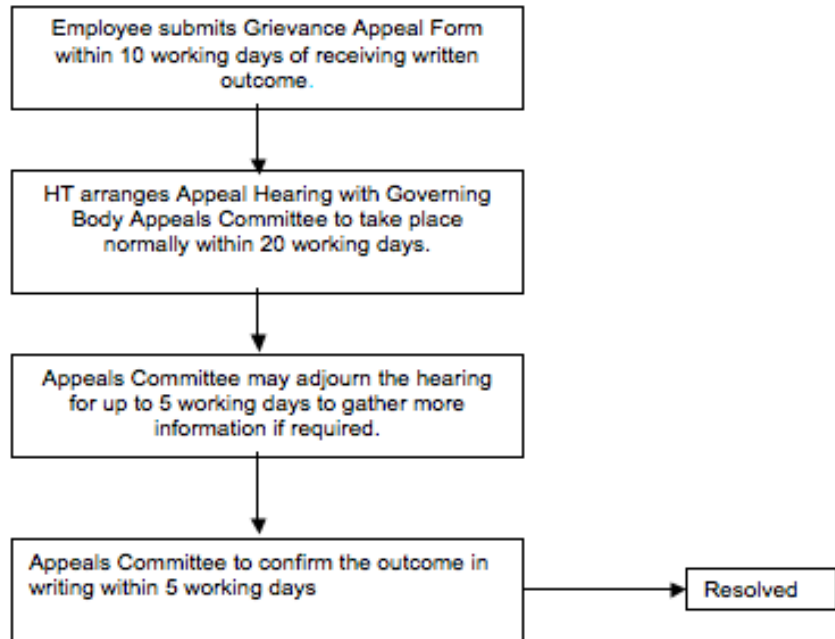
- 13.1.** Records of meetings and discussions relating to the grievance should be written during, or as soon after the event as possible, to ensure the accuracy of the record. Written records should be circulated to all parties to allow amendments or clarifications as required.
- 13.2.** All records relating to grievances should be kept on the individual's personal file in school. No duplicate records should be kept. All records will be retained in accordance with the Data Protection Act. The employee may also wish to keep records of events to support their case.

APPENDIX 1

GRIEVANCE PROCEDURE FLOWCHART



APPEAL



(Attach further sheets if required)

6. Appeal

Date of outcome of Grievance Hearing:

Reasons for appeal

(Attach further sheets if required)

8. Sending the form in

Send this form to your local Human Resources team

Your signature: _____ Date sent: _____

APPENDIX 3

PROCEDURE FOR FORMAL GRIEVANCE AND FORMAL GRIEVANCE APPEAL PROCESS

1. When the employee has explored all options within the informal grievance procedure, the employee can submit her/his formal grievance to the Head Teacher.
2. The Head Teacher will convene a hearing within 20 working days of the receipt of the request from the employee, but giving the employee at least 5 working days notice of the arrangements.
3. The employee and, the representative of the school where appropriate, will be provided with all appropriate documentation and asked to produce any supporting documents and/or call witnesses. Copies of the documents should be provided, via the clerk to the hearing, to all parties, as soon as practicable before the hearing. Should this prove impossible, full consideration will be given to documents produced at the hearing although an adjournment may be called for all parties to consider new evidence. Details of the witnesses to be called should be provided prior to the hearing, if possible.

NB:Witnesses can be asked to attend the hearing by either party, but are under no obligation to do so.

4. At the outset only the panel (or Head Teacher where they are hearing the case) and the Clerk to the Hearing will be in the room. The panel may arrange for someone to take notes at the meeting.
5. The panel will invite the parties to enter. The witnesses will remain outside the room until they are called. The Hearing should be conducted as follows:
 - The employee or her/his representative will present her/his case, calling witnesses and producing documents, as necessary.
 - The witnesses may be questioned by the representative of the school. Also the HR Adviser to the Headteacher/Panel may, through the chair of the panel only seek to clarify points made in evidence.
 - The school representative, where present, will then be given the opportunity to clarify any aspects of the grievance and present any evidence as appropriate.
 - The same procedure will be followed as for the employee, as regards witnesses, documents and questions.
 - Where appropriate, the school representative will then make a concluding statement.
 - The employee or her/his representative will make a concluding statement. If the representative has presented the case, the employee will be given the opportunity to make a final statement in support of the case if she/he so wishes.
 - After hearing the case the panel will ask all parties to withdraw so that they may consider their decision.
 - The Panel may seek guidance from the HR Adviser to the HT/Panel on matters of procedure but not on matters of fact. The Panel may wish to seek clarification from one or both parties, in either case both sides should be recalled.
 - All parties may request an adjournment to proceedings at any time.

- After the panel has reached a decision, both parties will be recalled and the decision will be given. The decision will be confirmed in writing within five working days of the Hearing and the employee will be informed of her/his right of appeal.

APPENDIX 4 THE ROLE OF THE INVESTIGATING OFFICER

Nominating the Investigating Officer

All staff (except the Headteacher)

Where it has been agreed that a grievance/Bullying and Harassment grievance requires investigation the Headteacher or nominated person should nominate an investigating officer bearing in mind the following points:

1. Wherever possible, he/she should be a person with no involvement whatsoever in the matter under investigation
2. The person nominated should wherever possible be a senior member of the school staff. This would not normally be the Headteacher.
3. In certain exceptional cases the Headteacher may choose to act as Investigating Officer. It is recommended that the Headteacher fulfils the role only in those cases where:
 - A. a senior member of staff is the subject of the investigation;
 - B. other senior members of staff may be called as a witness;
 - C. where there is no senior member of staff available who does not have detailed prior knowledge of the case.
4. In exceptional cases, where no appropriate senior staff member in school is available the Headteacher may ask Leeds City Council HR Service to provide an Investigating Officer.

Concerns about the conduct of the Headteacher

The Chair of governors should determine who should act as Investigating Officer e.g. a member of the governing body or in exceptional circumstances an officer of Leeds City Council HR Service.

Role of the Investigating Officer

The Investigating Officer's brief is to establish the facts of the case by gathering information. Before commencing an investigation, advice and guidance should be sought from Leeds City Council HR on how to conduct an investigation.

The Investigating Officer will inform all parties involved, in writing that they are carrying out an investigation and give sufficient information as to what the investigation relates to. The Investigating Officer should indicate that a meeting will be arranged after information has been gathered at which the relevant parties will be given the opportunity to respond.

Evidence to be collected may be in the form of:

- Receiving written accounts from witnesses which are signed and dated or by conducting interviews with anyone who may have knowledge of the case which is recorded in the form of questions and answers but is not necessarily verbatim and should be verified by the person who has been interviewed.
- Obtaining any other relevant documents e.g. guidelines and procedures, conditions of service.

The whole process of the investigation should be undertaken in the strictest confidence and as expediently as possible.

APPENDIX 5

UNION CONTACT DETAILS

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