



GRIEVANCE PROCEDURE

1. Purpose

- 1.1 This procedure applies to all employees who are in full or part-time employment, on permanent, fixed term or temporary contracts (including those serving a probationary period).
- 1.2 The aim of the procedure is to resolve grievances promptly and fairly and within the Department/Unit. It is anticipated that most grievances will be resolved through informal discussion without the need to invoke the formal grievance procedure.
- 1.3 The Company recognises that, at some time, a member of staff may have concerns about work that they wish to raise and have addressed. The Company encourages employees to express their concerns and this procedure provides a mechanism for addressing these matters.

2. What constitutes a grievance?

- 2.1 While it is not appropriate to provide an exhaustive list of all the issues that might give rise to a grievance, some examples include:
 - terms and conditions of employment
 - relationships at work
 - bullying and harassment
 - new working practices
 - working environment
 - organisational change
- 2.2 It is not appropriate for certain issues to be raised under the grievance procedure and as such the following areas are excluded from consideration under this procedure:
 - matters relating to statutory deductions from pay which should be referred to the Payroll team;
 - appeals against job evaluation outcomes, which should be dealt with under the job evaluation procedure;
 - Collective disputes.

Grievance Procedure

3. Informal Discussion

- 3.1 It is important that wherever possible concerns, or potential grievances, are dealt with as early as possible. If any member of staff has a grievance they should discuss it informally with their immediate supervisor in the first instance.
- 3.2 Failing resolution at the informal discussion, the member of staff should notify Human Resources who will attempt to resolve the grievance in discussions with the line manager and the employee. If the issue remains unresolved then the member of staff must decide whether to raise a formal grievance by following Stage 1 below.
- 3.3 If the grievance is about the immediate supervisor, or if the grievance cannot be resolved informally, the member of staff should follow Stage 1 below, providing a written statement.

4. Stage 1 – Written Statement of Grievance

4.1 The formal grievance must be set out in writing to the relevant General Manager, clearly stating the basis of the complaint and any suggestions for resolution.

4.2 If the grievance is about the General Manager the grievance should be submitted to the Human Resources Manager.

5. Stage 2 – Meeting (Grievance Hearing)

5.1 Following receipt of the grievance, the Manager, after consultation with Human resources, should write to the member of staff inviting them to attend a meeting to discuss the grievance. The employee should be advised of his/her right to be accompanied, if so desired, by either a work colleague or a trade union representative.

5.2 The representative has the right to address the meeting and ask any questions but he/she may not answer questions on behalf of the employee.

5.3 The HR Manager/Officer shall accompany the Manager hearing the case throughout the process.

5.4 There should be no unnecessary delay in arranging the meeting and the member of staff will normally receive one week's notice of the meeting.

5.5 The member of staff, and his/her workplace/trade union representative, must take all reasonable steps to attend the meeting to discuss the grievance.

5.6 At the meeting the member of staff will have the opportunity to explain their grievance and suggest how he/she would like to see it resolved. If further investigation, information or enquiries are needed then the meeting may be adjourned.

6. Stage 3 – Written Response

6.1 The member of staff shall be notified in writing of the outcome, normally within two weeks of the meeting. If it is not possible to respond within this time, the member of staff should be given a written explanation of the delay and told when a response can be expected.

6.2 The member of staff should be notified of his/her right to appeal.

6.3 If the grievance relates to another member of staff, the outcome must also be communicated in the same way to that staff member, and any other related parties to the grievance.

7. Appeal

7.1 If the grievance remains unresolved, and the member of staff wishes to appeal he/she should submit a letter of appeal to the Director of Campus Services, within ten working days of receipt of the written response. The Director of Campus Services will appoint a senior manager who has not been involved in the grievance to consider the appeal. The letter of appeal should include details of the grievance, the reasons why the individual remains aggrieved and any supporting evidence. The appeal decision will be final.