

Grievance Procedure

1 Aim

- 1.1 The aim of a grievance procedure is to enable any member(s) of staff to have their grievance heard and to seek a redress as appropriate. The intention is that grievances should be settled quickly and fairly and should be dealt with as close to their source as possible.

2 Scope

- 2.1 The procedure applies to all staff employed by the University other than senior staff to whom a separate procedure applies.
- 2.2 Any complaint against a named employee, which involves an alleged breach of the Disciplinary Rules will be investigated under the discipline procedures.

3 Stage 1: Informal Procedure

- 3.1 Where a member of staff has a grievance relating to their employment they should where appropriate try to resolve the matter by direct approach with the person(s) concerned.
- 3.2 If a direct approach is considered inappropriate or where the matter is not resolved as a result of such an approach, the employee should raise the grievance with their line manager and should inform the person(s) against whom they have a grievance with that they propose to discuss the matter with the manager.
- 3.3 Where the grievance relates to the direct line manager the person should refer the matter to the next level of management or the Human Resources Department.
- 3.4 An interview with the manager should be granted as soon as possible and usually within five working days.
- 3.5 Whilst it is not anticipated that trade union representatives or friends will attend meetings at this stage, employees are advised to seek support and advice from their representative as appropriate.

4 Stage 2: Formal Hearing

- 4.1 Where the grievance has not been resolved to the employee's satisfaction under the informal procedures, or the employee feels unable to pursue their grievance as an informal matter, the employee should submit formal written notice of the grievance to the next level of management together with any relevant documents.
- 4.2 If the grievance involves another member of staff copies should be sent to them also.
- 4.3 Where issues relate to matters of harassment or bullying then the Dignity at Work Procedure should be followed.
- 4.4 The Manager should seek to resolve the grievance and should:
 - a) Arrange to meet the employee within 10 working days of receipt of the written grievance. The employee is entitled to be represented by a trade union representative or friend. A member of Human Resources staff will also be present.
 - b) Explore with the member of staff the nature of the grievance and any action they wish to be taken to resolve it.
 - c) Obtain and consider thoroughly all the relevant facts. Further investigation may take place.
 - d) Determine whether the grievance is justified and, if so, what action can be taken/recommended to resolve it.

- e) Notify the employee in writing of the outcome as soon as possible informing them:
 - Whether the grievance is justified and if so what action is to be taken or recommended to resolve it; or
 - If the grievance is considered not justified the reasons for arriving at this conclusion should be fully explained.
- f) A response should be made within 10 working days. In exceptional cases it may be impossible to respond in this time-scale and the employee should be notified of the reasons for delay and the date that they will receive a response.
- g) Inform the employee in writing of their right of appeal of the findings and recommendations.

5 Stage 3: Appeal

- 5.1 If the employee is dissatisfied with the outcome and the matter is still not resolved they may seek a review of the case by a senior manager (Dean, Director, Pro Vice-Chancellor) who has had no previous involvement in the case. The employee must exercise the right to appeal within 10 working days of being notified of the outcome of the grievance hearing and must provide written grounds of appeal to Human Resources.
- 5.2 The employee must be given at least 10 working days notice of the appeal meeting and advised of their entitlement to be represented by a trade union representative or friend.
- 5.3 The Manager who heard the grievance should prepare a report which details actions taken to date in response to the grievance, including all supporting documentation.
- 5.4 The report should be provided to the employee at least 10 working days before the meeting and the employee given the opportunity to submit a written response which should be sent to Human Resources five working days before the hearing. A member of Human Resources staff will be present to provide procedural advice.
- 5.5 The Senior Manager will respond in writing to the employee and the manager who heard the grievance within five working days.
- 5.6 There is no further right of appeal. This does not affect an individual's statutory rights.