

# Grievance Procedure

## 1. Policy Statement

1.1. It is the aim of the University that all staff feel able to raise concerns and problems or make complaints that relate to their employment at the University and be heard promptly and in a safe and

1.3. The formal grievance procedure should only be instigated where an informal resolution has not been achieved or is clearly inappropriate. The procedure below is designed to ensure that all members of staff are treated fairly and consistently regardless of their job and that the high standards of the University are maintained.

1.4. This procedure provides a two stage process of meeting and appeal which applies to grievances relating to individual terms and conditions of employment or personal dealings or relationships with other staff at the University. It should not be used to complain about disciplinary sanctions. If a member of staff is dissatisfied with any disciplinary sanction, an appeal should be completed under the appropriate procedure. An investigation will be commissioned where there is a complaint about harassment and/or bullying.

1.5. In specific circumstances mediation may be appropriate as a way of resolving a grievance matter. The Human Resources Division can provide further information and advice.

1.6. Every effort will be made to protect the dignity of all involved in a Grievance procedure and to provide a comfortable environment for witnesses.

1.7. As far as reasonably practicable all members of staff who are involved in, or subject to this procedure, and any representative, should ensure that they maintain the confidentiality of the process and of University documents, as any unjustified breach of confidentiality may be treated as a separate disciplinary offence. This is subject to an individual's right to seek and obtain appropriate confidential advice or make a disclosure under the Public Interest Disclosure Act or otherwise as required by law or any statutory authority.

## 2. Background

2.1. Complaints made by students against members of staff will be dealt with through the student complaints procedure. If in the opinion of the Academic Registrar the student complaint is founded, the matter will be discussed with the Director of Human Resources and, where appropriate, a disciplinary or capability procedure may subsequently be instigated by the relevant manager/supervisor.

staff procedure. Depending on the sensitivity, or particular circumstances of the grievance, it may be appropriate to deal with grievances raised jointly on an individual basis.

### 3. Scope

3.1. This procedure applies to all members of staff at the University regardless of the type of contract

5.1.1. Member(s) of staff should set out their grievance concisely in writing using the University Grievance form and send it to their Head of Department or manager with a copy to the relevant HR Partner. The member of staff may be asked to provide further information or clarification in relation to the grievance.

5.1.2. Where a grievance involves the staff members' immediate manager, the procedure may be invoked with the involvement of a manager in a different department, or at the next level of management in the same department.

5.1.3. The grievance may be sent to the Faculty Dean or Divisional Director in the first instance if the complaint is about, or concerns, a Head of Department or other managers in the University. Where it concerns Deans, Directors, PVCs and the VC, it should be sent to the Director of HR who will agree with the Vice Chancellor appropriate persons to hear the grievance, unless the grievance concerns the Vice Chancellor directly in which case the Director of HR will make a decision.

## 5.2. Procedure

5.2.1. Where informal approaches have failed, or are inappropriate, and subject to the guidance above, a Stage 1 Grievance Meeting will be convened.

5.2.2. The Stage 1 Meeting will normally be chaired by the manager of the aggrieved person unless the manager is the subject of the grievance in which case the meeting will be chaired by a manager from a different department, or a more senior manager of the aggrieved person.

5.2.3. At any stage the person convening the Grievance meeting may ~~conduct~~ appropriately delegate within the Faculty or Division any necessary ~~fact-finding~~ or formal investigation to assist them in establishing the facts surrounding the grievance. The HR Division will provide guidance on how an

## 6. Conduct of Meetings

6.1. These guidelines apply to formal grievance meetings at all stages:

6.1.1. Following receipt of the written grievance the aggrieved person will be invited, in writing, to attend a grievance meeting by the person chairing the meeting. The invitation will state the time, date and venue of the meeting and who will chair the meeting and confirm the aggrieved person's right to be accompanied. In addition, the purpose of the meeting, to hear and resolve the grievance, will be outlined.

6.1.2. The aggrieved person should make every effort to attend the meeting or request in good time a revised date in the event that the original date and/or time is unsuitable.

6.1.3. The member of staff involved will have the right, to be accompanied at the meeting by a colleague or trade union representative. The member of staff should notify the HR Department in advance of the identity of their chosen companion. The chosen companion should not be directly involved in the grievance and should be available for the meeting, or within 5 working days, if an alternative meeting date is required.

6.1.4. The colleague or union representative will be given the opportunity to participate in meetings and will be invited to ask questions and speak as appropriate on behalf of the member of staff concerned but not to represent the member of staff.