

Staff Grievance Procedure

15 November 2011

Basic guidance

This grievance procedure is designed for use by employees who wish to make a complaint, and contains the procedure that will be followed thereafter.

The purpose of this document is to make procedure known and clear to all employees.

An employee grievance shall be resolved as soon as possible by the immediate supervisory of the person who raises the grievance.

In all cases the aim shall be to resolve the dispute in an informal manner but that should not be seen as a disadvantage to raising the complaint.

Some of the types of issues that may be raised by a grievance are :-

- Terms and conditions of work
- Health and safety issues
- Work related issues
- Bullying and harassment
- Work practices and changes
- Equal opportunities
- General Work Environment

Raising the grievance procedure

The employee should inform the employer, meaning their supervisor, or in the absence of a supervisor, the College's Chief Executive Office.

The complaint must normally be made in writing. But it can be made orally. The complaint or grievance must be presented in English.

The grievance meeting

Once a complaint or grievance has been presented the supervisor/CEO shall hold a meeting, within 5 working days, with the complainant as soon as possible. This shall be a private meeting to discuss the nature of the complaint. The purpose of the meeting would be to enable the employee to explain the complaint and for the supervisor/CEO to ask any questions.

The employer shall consider the complaint and decide how best to respond or if further investigation is required.

The employer will need to undertake investigations and enquiries if the complaint relates to another employee so as to arrive at a balanced and informed decision.

A written record shall be kept of this meeting.

The grievance decision

Once the employer has made appropriate enquiries, it shall inform the employee of its decision and the sanction, if any, that is intended to be imposed. Such a decision shall be communicated to the employee within 5 working days of the employer reaching a decision.

The employee should be informed that if they are not happy at the decision they may appeal to a two person appeal panel.

Any appeal must be notified to the employer within 10 working days of the receipt of the decision by the employee.

Appeals.

Appeals can be made to a two person appeal panel and the procedure applicable shall be the same as that which applies to a disciplinary hearing

Records

All matters and actions taken and decisions made shall be recorded in the employer records. In particular the following information must be recorded.

- The nature of the grievance raised
- A copy of this written grievance procedure
- The employers response
- The action taken
- The reasons for the decision and actions taken
- If there was an appeal made
- Conclusion of the appeal.

The employee shall be provided with copies of all these documents upon request.