

Grievance Resolution Procedure

Effective From: 02 September 2016

Review Date: 01 September 2019



1 Introduction

- 1.1 This procedure is intended to provide ways of resolving complaints or concerns as soon as possible. Any employee may use the procedure without prejudice to their position at the College. It may be amended at any time and we may depart from it depending on the circumstances of any case.
- 1.2 This policy does not form a part of your contract of employment and may be changed from time to time.

2 Confidentiality

- 2.1 All complaints made under this procedure will be treated seriously and with discretion. Proceedings and records will be kept as confidential as possible, but it is not always possible for complaints to be investigated on an entirely confidential basis.

3 Timescales

- 3.1 Every effort will be made to complete the procedure in the relevant timescale, but this may not always be possible; should that be the case, you will be informed of the reasons for delay and the alternative timescale.

4 Resolution Options

4.1 Informal Discussions

We always suggest that you discuss your complaint or grievance with your Line Manager first. If your complaint involves your Line Manager, you can raise it informally with his/her Line Manager. If your complaint cannot be resolved informally, you can use the other options below.

4.2 Mediation

A further option for resolution is mediation. This may be appropriate when relationships have become difficult or have broken down. Mediation is not about finding anyone at fault, but about developing a better working relationship for the future. An impartial person will work with you and the relevant other person or persons, to help you understand each other better and to develop a way of working together in a more positive way in the future. Mediation can take place if appropriate to the situation and if both people involved agree to it. In order for an assessment to be made as to whether mediation may be appropriate, you will be asked to set out in writing your concerns

5 Investigation and decision

- 5.1 You may decide that the outcome you want is someone to make a decision on your grievance or complaint. If this is the case, you will need to set out your grievance in writing and send it to your Line Manager / their Line Manager. If your grievance relates to the Chief Executive, it can be raised with the Chair or another Board member. The person you have addressed is then responsible for dealing with the grievance.

- 5.2 Within ten working days of receipt of your notification, you will be invited to a grievance resolution meeting. If further investigation is needed, the person chairing the grievance resolution meeting will arrange for this to take place.
- 5.3 Following the grievance resolution meeting and any further investigation if needed, a decision will be taken on your grievance and you will be informed of the outcome within 5 working days of the meeting. You will be notified of the right to appeal against the decision if you are not satisfied.

6 Appeal

- 6.1 If in your view the grievance is not satisfactorily resolved, you must inform another member of senior management / the Board of your wish to appeal. You must set out your grievance and your reasons for appeal in writing. You have five working days to do this, from the date of your receiving the decision from the first grievance resolution meeting. A copy of your original grievance, with the record of the grievance resolution meeting and its decision, will be passed to the next level of management or to the Board.
- 6.2 You will be invited to attend an appeal meeting, which will be arranged, where possible, within ten working days of receipt of notice of your wish to appeal. The manager / Board member who hears your appeal will inform you in writing of the College's final decision within five working days of the meeting. The College's decision at this stage is final; you will have no further right of appeal.

7 Grievance relating to a disciplinary matter

- 7.1 If your grievance relates to matters being investigated or connected with current disciplinary proceedings or any disciplinary sanction that has been imposed against you, you should follow the disciplinary appeals process set out in the Disciplinary Policy.

8 Malicious complaints or grievances

- 8.1 The majority of people raise concerns in good faith because they want to gain resolution. However, malicious complaints will be dealt with under the Disciplinary Policy as potential Gross Misconduct.