

Grievance Procedure

Governors Rules

These rules are made under Article 9 of the Articles of Government.

1. Terms of Reference

- 1.1 Under Article 9 the procedure by which all staff may seek redress of a grievance relating to their employment shall be specified in rules made by the Governors.
- 1.2 There are principles set out in Section 4 of the Rules which apply to all grievance procedures.

2. Grievance Procedure for the Holders of Senior Posts

- 2.1 If a senior post holder has a grievance he/she should aim to resolve it informally with his/her line manager in the first instance.
- 2.2 If a grievance cannot be settled informally the senior post holder must set it out in writing and send it to the Chairman of the Governors, or, in the absence of the Chairman, to the Vice-Chairman of the Governors.
- 2.3 If the basis for the grievance is clear, a panel will be convened to consider the grievance, normally comprising three Governors, including the Chair of the panel.
- 2.4 The senior post holder will be invited to attend a meeting to discuss the grievance. The meeting must take place without unreasonable delay, at a reasonable time and place. The senior post holder has the right to be accompanied by a fellow employee or union representative if he/she so wishes. The meeting can be postponed for up to five working days if the accompanying person is unable to attend the meeting. The accompanying person should be allowed to address the meeting in order to: state the senior post holder's case; sum up the senior post holder's case; respond on the senior post holder's behalf to any view expressed at the meeting. The accompanying person may confer with the senior post holder but may not answer questions on the senior post holder's behalf.

- 2.5 After the meeting the Chair will convey to the senior post holder in writing the decision as to the panel's response to the grievance. The senior post holder will be informed of his/her right to appeal against any decision.
- 2.6 If the senior post holder wishes to appeal against any decision, he/she should advise the Chair of the grievance panel in writing no later than five working days after the outcome is communicated.
- 2.7 An appeals panel, normally comprising three Governors, including the Chair of the panel, other than those forming part of the first panel, will be convened to consider the appeal. All records and notes of the original meeting should be made available to the appeals panel.
- 2.8 The Chair of the appeals panel will invite the senior post holder to attend a meeting to discuss his/her appeal. The meeting must take place without unreasonable delay, at a reasonable time and place. The senior post holder has the right to be accompanied by a fellow employee or union representative if he/she so wishes and the accompanying person will have the same rights to address the appeals panel as at the previous meeting. The meeting can be postponed for up to five working days if the accompanying person is unable to attend the meeting.
- 2.9 Following the meeting the Chair will convey to the senior post holder in writing the final decision as to the panel's response to the appeal. The senior post holder will also be advised that this is the final stage of the appeals procedure.

3. Grievance Procedure for staff other than the Holders of Senior Posts

- 3.1 If a member of staff has a grievance he/she should aim to resolve it informally with his/her line manager in the first instance. If a member of staff has a complaint against his/her line manager he/she should approach that person's line manager.
- 3.2 If a grievance cannot be settled informally the person must set it out in writing and send it to his/her immediate line manager, or to that person's line manager if it is a complaint against their line manager.
- 3.3 The grievance procedure will be undertaken by the line manager through the Human Resources Department if a grievance cannot be settled informally. The Human Resources Department is responsible for all associated correspondence and documentation.
- 3.4 If the basis for the grievance is clear, the member of staff will be invited to attend a meeting as soon as possible to discuss the grievance. The meeting will normally be held within ten working days. The meeting must take place without unreasonable delay, at a reasonable time and place.

The member of staff has the right to be accompanied by a fellow

employee or union representative if he/she so wishes. The meeting can be postponed for up to five working days if the accompanying person is unable to attend the meeting. The accompanying person should be allowed to address the meeting in order to: state the member of staff's case; sum up the member of staff's case; respond on the member of staff's behalf to any view expressed at the meeting. The accompanying person may confer with the member of staff but may not answer questions on the member of staff's behalf.

- 3.5 After the meeting the decision in response to the grievance will be conveyed to the member of staff in writing. The member of staff will be informed of his/her right to appeal against any decision.
- 3.6 If the member of staff wishes to appeal against any decision he/she should advise the Human Resources Department in writing no later than five working days after the outcome is communicated.
- 3.7 The Chair of the appeals panel will be appointed by the Vice-Chancellor, or, in the absence of the Vice-Chancellor, a Pro Vice-Chancellor. All records and notes of the original meeting should be made available to the appeals panel.
- 3.8 The member of staff will be invited to attend a meeting to discuss his/her appeal. The meeting must take place without unreasonable delay, at a reasonable time and place. The member of staff has the right to be accompanied by a fellow employee or union representative if he/she so wishes and the accompanying person will have the same rights to address the appeals panel as at the previous meeting. The meeting can be postponed for up to five working days if the accompanying person is unable to attend the meeting.
- 3.9 Following the meeting the final decision in response to the appeal will be conveyed to the member of staff in writing. The member of staff will also be advised that this is the final stage of the appeals procedure.

4. Principles common to both grievance procedures

- 4.1 Governors or staff with responsibility for conducting the grievance procedures may decide to appoint a suitably qualified individual to resolve the grievance from any organisation such as:
 - ACAS.
 - The Law Society.
 - Mediation UK.
 - The Centre for Dispute Resolution.

In respect of the Grievance Procedure for staff other than the holders of senior posts, suitably qualified professionals can only be appointed with the prior approval of the Vice-Chancellor, or, in the absence of the Vice-Chancellor, a Pro Vice-Chancellor. In addition, a member of the Human Resources Department will normally attend the grievance meeting and the appeal meeting.

- 4.2 Governors or staff with responsibility for conducting the grievance procedures will have due regard to the requirements of the ACAS Code of Practice on Disciplinary and Grievance Procedures. Copies of the ACAS Code of Practice are available from the Human Resources Department.
- 4.3 The person presenting the grievance will be entitled to copies of meeting records and formal minutes that have been taken. In some circumstances (for example to protect a witness) some records may be withheld.
- 4.4 All written records will be treated as confidential and kept in accordance with the requirements of the Data Protection Act 1998.

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