

Grievance Procedure

The College recognises that staff require (where an informal approach to their manager has not resolved the matter) the opportunity to formally raise any complaints, grievances and disputes arising from their employment and to have such issues resolved quickly and to the mutual satisfaction of all concerned.

The procedure does not form any part of any contract of employment

Principles

The following procedures will apply when a grievance has been instigated.

- a. It is essential to the proper working of these procedures that any member of staff raising a grievance should continue to work normally whilst the procedure is being followed.
- b. Prior to any grievance meeting, the member of staff must put in writing the details of their grievance so that the person hearing their grievance has time to prepare. Staff have the right to be accompanied, if they wish, by a work colleague or Trade Union official.
- c. Complaints relating to disciplinary issues, retirement or whistle blowing should make use of the appropriate policy.
- d. If the grievance relates to a particular line manager, the Grievance Procedure should be commenced at the stage above that in which the line manager would be involved.

Procedure

The aim of the procedure is to settle the grievance fairly, as quickly as possible, as close to the point of origin as practical and in a straightforward manner. At each stage the member of staff has the right to be accompanied by a work colleague or Trade Union official and will be given every opportunity to discuss their grievance.

Anyone wishing to use this procedure can do so freely and without prejudice to his/her position in the College. The procedure applies to all Support Staff employed by the College.

Stage 1

In the first instance the member of staff should raise the matter with their Manager and/or Head of Department either verbally or in writing who will do their best to resolve the issue informally.

Stage 2

In the event of the grievance not being resolved to the staff member's satisfaction by their Manager/Head of Department within 10 working days, the member of staff should refer the matter to the Human Resources in writing who will respond within 7 working days or as soon as reasonably practicable after that.

Stage 3

If the matter still remains unresolved, the member of staff may appeal in writing to the Bursar within 5 working days of Stage 2 decision. The Bursar will respond within 7 working days or as soon as reasonably practicable after that. The Bursar's decision will be final.

In the event that the allegations or dispute directly involve the Bursar at Stage 2, the Headmaster will undertake Stage 3 as detailed above. The Headmaster's decision will be final.