

## CONDITIONS OF EMPLOYMENT FOR SUPPORT STAFF

### APPENDIX 6: GRIEVANCE PROCEDURE

#### Introduction

- 1) The University respects the right of members of staff appropriately to raise any grievances relating to their work. The purpose of this procedure is to recognise the responsibility of all the parties concerned with a view to resolving any grievance in the shortest time possible.
- 2) At every stage of the procedure, members of staff have the right to:-
  - a. Adequate notice of hearings
  - b. Involve a friend or Trade Union Representative
  - c. Adequate time to prepare a case
  - d. A forum in which the grievance can be discussed
  - e. Access to copies of Procedures

#### Preliminary Stages

- 3) A member of staff who wishes to raise a grievance in relation to his or her work should first discuss it with the immediate Supervisor. If he or she feels unable to speak to the immediate Supervisor, because of the nature of the complaint or for any other reason, an approach should be made to the Head of School or a member of Staffing Services. Every effort should be made to resolve the grievance at this level and if agreement is reached it should be confirmed in writing within five working days. Action arising from such an agreement must be taken within an agreed timetable and its completion also confirmed in writing by the parties concerned.
- 4) If the grievance cannot be settled under 3 above to the satisfaction of the member of staff, he or she may submit the grievance formally in writing to the Head of School, who shall meet with the member of staff to attempt to resolve the grievance. This meeting will be held within five working days of the notification of the grievance, unless otherwise mutually agreed. As with the procedure in 3 above, any agreement and any action arising from it must be confirmed in writing.

#### Grievance Hearing

- 5) If the grievance still cannot be resolved to the satisfaction of the member of staff, he or she may submit the matter to the Director of Staffing Services, who shall be responsible for arranging a formal grievance hearing. The grievance will be heard by the Deputy Chairperson of the Staffing Committee or by another member of the Staffing Committee nominated by the Deputy Chairperson. The hearing will be held within ten working days of the notification of the grievance, unless otherwise determined by the person hearing the grievance and notified in writing to the parties.

- 6) The parties to the hearing shall be the member of staff raising the grievance and the Head of School, or nominee. The member of staff or his or her trade union representative or friend shall have the opportunity to state his or her case and to hear the response from the Head of School, or nominee. Each party may, subject to the consent of the person hearing the grievance, call witnesses, who may be liable to be questioned by the other party to the hearing and by the person hearing the grievance. Consent to the calling of witnesses might be withheld, for example, if for good reason it is impracticable for them to be called or if it is reasonable to believe that they cannot give relevant evidence.
- 7) The Director of Staffing Services, or nominee, shall make the arrangements for the hearing, attend to ensure its proper conduct, take a record of the proceedings, be responsible for notifying the parties in writing of the decision and ensure that the decision and any associated recommendations are implemented. The notification of the decision shall be issued in writing to the parties within seven working days of the hearing.
- 8) The council has determined that the procedure in paragraphs 5 to 7 above shall be the means through which it discharges its powers under paragraph 5(8) of Section 26 of the Statutes.

**24/11/95**