



GRIEVANCE PROCEDURE

1 Introduction

This procedure shall apply to all members of staff other than holders of senior posts as defined in the Corporation's Articles of Government. The procedure aims to help to resolve individual grievances in a manner which is as fair and expeditious as possible. It is the Corporation's policy to find a solution to individual grievances as early in the procedure as possible where this has not been possible through discussion and routine communication channels.

A grievance must be raised within six months of the cause of the grievance unless there are exceptional circumstances preventing this, such as long term sickness.

Employees who have a grievance or those against whom a grievance is raised have the right to be accompanied and represented by a trade union representative or work place colleague of their choice. Every effort will be made to resolve the grievance at the informal stage.

If the grievance is against the immediate line manager, then the person to whom the grievance should be sent should be senior to the line manager. If the grievance is against the Principal, it should be sent to the Corporation.

It is recognised that a grievance against the Principal potentially has implications for the reputation of the Corporation. In the event, therefore, of a grievance against the Principal, the Corporation will provide him/her with independent legal advice.

2 Stage 1 - Informal Procedure

2.1 If an employee has a grievance relating to his/her employment, the matter should be raised initially with the employee's line manager. The grievance should be raised orally in the first instance. In the event that the grievance relates to the line manager who would normally deal with a grievance at this stage, the grievance should be referred to the line manager's manager.

2.2 The manager will take appropriate steps to resolve the grievance as quickly as possible on an informal basis. He/she shall enquire into the grievance and will discuss it with the employee. A written record of the discussion and the outcome will be provided within ten working days after the discussion. Most grievances will be resolved at this stage.

2.3 If the matter is very serious or in other circumstances where the employee does not wish to raise the matter informally, the employee may proceed straight to the formal stage of the procedure.

3 Stage 2 – Formal Procedure

3.1. If the employee feels that the matter has not been resolved through informal discussion, or in the event that paragraph 2.3 applies, the grievance should be put in writing.

- 3.2. The grievance should provide full details of the complaint and should be addressed to the employee's line manager.
- 3.3. The College will, as soon as possible, arrange a grievance hearing. The employee may be accompanied at the meeting by a trade union representative or work colleague. If the grievance involves another member of staff, the College may require the attendance of such a member of staff or any other members of staff who may be able to provide relevant information.
- 3.4. At the meeting the employee or his/her representative will be given the opportunity to explain the nature of the grievance, submit verbal/written evidence and call appropriate witnesses.
- 3.5. The Deputy Principal or the Vice Principal hearing the grievance will consider all of the matters raised at the meeting and undertake all reasonable investigations into the grievance. The manager's decision will be communicated in writing to the employee within ten working days of the hearing. If it is not possible for a decision to be reached within this period, the manager will write to the employee with an explanation for the delay and when the written decision can be expected. Any other parties involved in the grievance will also be appropriately informed of the outcome.

4 Stage 3 - Appeal

- 4.1. If the grievance is not resolved to the satisfaction of the employee at Stage 2, he or she may appeal. Any such appeal must be submitted in writing, setting out the full grounds for the appeal, to the Principal within ten working days of receipt of the decision reached at Stage 2.
- 4.2. The College will, as soon as possible (and in any event, within ten working days of receipt of the written appeal) arrange an appeal hearing, which will be chaired by the Principal. The employee will be entitled to be accompanied at the appeal hearing by a trade union representative or work colleague.
- 4.3. The Principal will consider the appeal and may be supplied with all of the documentation submitted in relation to the earlier stages of the procedure. If the grievance involves another member of staff, the Principal may require the attendance of such member of staff at the appeal hearing, or any other members of staff who may be able to provide relevant information.
- 4.4. The Principal's decision will be provided in writing within ten working days of the appeal hearing. Any other parties involved in the grievance will also be appropriately informed of the appeal decision. Such decision will be final.