

CANTERBURY COLLEGE GRIEVANCE PROCEDURE

1 Introduction

This procedure shall apply to all members of staff other than “holders of senior posts” as defined in the College’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 College’s policy to find a solution to individual grievances as early in the procedure as possible.

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.

Grievances may be concerned with a wide range of issues, including the allocation of work, your working environment or conditions, the opportunities that you have been given for career development or the way in which you have been managed. However, issues that are the subject of collective negotiation or consultation with the trade union will not be considered under the grievance procedure.

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard only when the disciplinary process has been completed. Insofar as a grievance has any bearing on the disciplinary proceedings, it can be raised as a relevant issue in the course of those proceedings.

Accessibility

If any aspect of the grievance procedure causes you difficulty on account of any disability that you may have, or if you need assistance because English is not your first language, you should raise this issue with [designated HR manager], who will make appropriate arrangements.

Mediation

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

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 immediate line manager or if appropriate Head of Department or Faculty. The grievance should be raised orally in the first instance. In the event that the grievance relates to the immediate line manager who would normally deal with a grievance at this stage, the grievance should be referred to the immediate line manager's own manager.
- 2.2 The relevant 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 complaint is received. 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 immediate line manager or if appropriate Head of Department or Faculty.
- 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 manager 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 or delegated Senior Post Holder within 10 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 or delegated Senior Post Holder . The employee will be entitled to be accompanied at the appeal hearing by a trade union representative or work colleague.
- 4.3 The Principal or delegated Senior Post Holder 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 or delegated Senior Post Holder'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.