



## **Grievance Policy & Procedures**

Human Resources Committee:  
Corporation Approval:  
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# Grievance Policy and Procedure

## 1. Policy statement

- 1.1. BHASVIC recognises its staff as being fundamental to its success. A strategic and professional approach to grievance processes helps to enable the College to fulfil its strategic aims, and support the College's values.
- 1.2. The way in which grievance processes are conducted impacts on the College's image and reputation, the morale and performance of staff and subsequently the College's ability to attract and appoint high calibre staff.
- 1.3. The College is committed to ensuring that all grievance matters are conducted in a manner that is systematic, efficient, effective, supportive and fair. College Management must uphold this by ensuring that practices and procedures are consistently applied, that all staff understand them and that training is provided to those applying the procedures.
- 1.4. This policy and accompanying procedures have been produced to provide a definitive framework that promotes good practice and fully supports the College's mission.
- 1.5. A grievance procedure has been produced to ensure that the College complies with all relevant legislation. Any decision to waive or deviate from the College procedure must be agreed in advanced by all parties concerned. Such a decision can only be made after seeking advice from the HR Department.
- 1.6. Professional advice and support should be sought and will be provided at all stages of grievance processes by the HR Department.

## 2. Policy scope

- 2.1 This policy applies to grievance matters relating to all employees of the College with the exception of the Principal and Senior Post holders who are subject to separate procedures (refer to the Grievance Policy and Procedures for Senior Post Holders).
- 2.2 All BHASVIC employees who are involved at any stage in grievance procedures must be made aware of, and adhere to, the contents of this policy. In addition, any external consultants or external experts who assist in grievance procedures must act in accordance with this policy.

## 3. Policy aims

- 3.1 To ensure that employees with a grievance relating to their employment can use a procedure that can help to resolve grievances as quickly and as fairly as possible.
- 3.2 To enable individuals to raise issues with management about their work, or about their employer's or fellow employees' actions that affect them.
- 3.3 To ensure that the grievance procedure is fit for purpose.
- 3.5 To ensure compliance with relevant employment legislation.
- 3.6 To ensure equality of treatment for all employees.
- 3.7 To support the College's mission statement and uphold its values.
- 3.8 To meet the College's operational requirements and strategic aims.

#### **4. Monitoring and review of policy and procedures**

- 4.1 The HR Department will advise on all College grievance matters and where necessary will intervene to ensure that the policy and procedures are upheld.
- 4.2 This policy and procedure will be reviewed every three years to ensure currency.
- 4.3 Where necessary the policy and procedure will be reviewed more frequently to ensure compliance with legislation.
- 4.4 The Joint Union Management Consultative Group (JUMCoG) will review the application of the policy and procedure on an annual basis.

#### **Related documents**

- Complaints Procedure
- Contracts of employment
- Data Protection Act 1998
- Dignity at Work Policy
- Disciplinary Policy and Procedures
- Equality and Diversity Policy
- Instruments and Articles of Government
- Race Equality Policy
- Staff Code of Conduct
- Terms and conditions of service
- The Employment Act 2002
- Whistle blowing Policy

## GRIEVANCE PROCEDURE

1. If an employee has a grievance relating to her/his employment, she/he should discuss the matter initially with her/his immediate supervisor e.g. Head of Department or other appropriate senior member of staff.
2. The immediate supervisor should reply orally to the grievance as soon as possible and in any case within 5 working days. The employee may, if she/he wishes, be accompanied by a trade union representative or fellow employee when the matter is raised with the supervisor and/or when the supervisor replies.
3. If the complaint is not satisfactorily resolved at this stage, the employee may raise the matter in writing with the Principal or, should she/he prefer, and if she/he is a member of a trade union, she/he may report the grievance to her/his trade union representative, who may then raise the matter in writing with the Principal on her/his behalf.
4. Where the grievance concerns another person, a copy of the complaint should be given to the other person concerned by the Principal. Within 10 working days, the person concerned should have the opportunity of submitting written observations. Unless she/he is the other person, the immediate supervisor e.g. Head of Department or other member of staff should submit a written report to the Principal, together with any relevant documents. Where the immediate supervisor is the other person concerned in the complaint, a written report should be submitted to the Principal, together with any relevant documents, by another appropriate member of staff.
5. The Principal or designated alternate (normally the Vice Principal or Assistant Principal) should convene a meeting to consider the matter not less than 5 and not more than 10 working days after the submission of the supervisor's report. Where the grievance concerns another person, both parties may, if they wish to, make submissions personally to the Principal or designated alternate. Where the grievance does not concern another person the employee may, if she/he wishes, make submissions personally to the Principal or designated alternate. The employee and where the grievance concerns another person that person also, may be represented by a friend or representative if they wish. Refusal of either party to attend should not invalidate the proceedings.
6. The Principal or designated alternate should reply in writing as soon as possible and in any case within one calendar month of receiving written notification of the complaint.
7. **Appeals**
  - 7.1 If the employee is still dissatisfied she/he must be given the opportunity to appeal against the decision or lack of one. A meeting to discuss the appeal must be arranged. It will be held by the Principal.
8. **Post-employment Procedure**
  - 8.1 The above standard grievance procedure will generally apply even after the employee has left the employment of the College. However, a shorter procedure may be appropriate when an employee is no longer employed by the College and:
    - both parties agree in writing that it should apply
    - or it is not reasonably practicable for one or other party to carry out the standard procedure. For example if one of them has left the country for an extended period or becomes seriously ill.

Where this is the case, paragraphs 3, 4 and 6 of the standard procedure will apply. The decision of the Principal in this case will be final. There is no right of appeal.