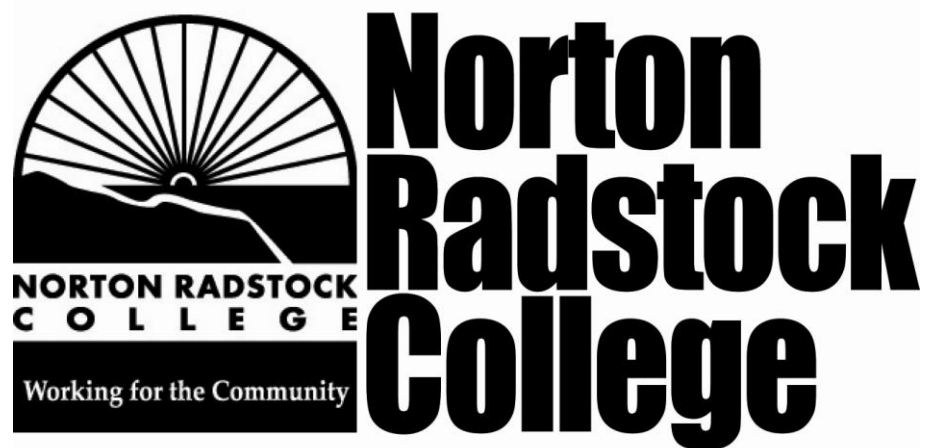


Issue Date:- January 2008

Procedure Identification Code:- P16-3



Grievance Procedure

Grievance Procedure

1 Introduction

- 1.1 The aim of this procedure is to provide a formal mechanism for individual staff to raise grievances. It is the college policy to ensure that grievances are dealt with as quickly and as fairly as possible.
- 1.2 The procedure applies to all employees of Norton Radstock College
- 1.3 All Managers should consult, at all formal stages of the procedure, with Personnel who will be responsible for maintaining consistency and fairness within the procedure. This may include attendance at formal hearings in an advisory capacity and also to take notes at the hearing.
- 1.4 If a grievance is against the immediate Line Manager/Head of School, then the person, to whom the grievance should be addressed to, should be senior to the Line Manager. If the grievance is against the Principal, it should be sent to the Clerk to the Governors for the attention of the Chair of the Governors
- 1.5 Wherever possible, employees are encouraged to resolve misunderstandings or issues which could escalate into a grievance by seeking to discuss the perceived problem with another party. If for any reason, the employee feels they cannot pursue this route, they should discuss the grievance with their immediate Line Manager/Head of School.

2 The Grievance Procedure – Stage One

- 2.1 If an employee has a grievance relating to his/her employment, the matter should be raised in writing, initially with the employees Line Manager/Head of School, who will arrange to meet with the aggrieved employee, within 5 working days of receipt of written grievance.
- 2.2 The Line Manager/Head of School will discuss the grievance with the employee. All employees have the right to be accompanied by a Trade Union representative or work colleague at this meeting.
- 2.3 The Line Manager/Head of School will provide the aggrieved party with a written record of the discussion and its outcome within 5 days of the meeting being held. A copy will be retained on the personal file.
- 2.4 If the employee feels the matter has not been resolved through informal discussion, the grievance should be submitted in writing (using form in appendix 1), within 5 working days of receipt of the stage one outcome, this should be submitted to a member of the Senior Manager Team. If the Grievance relates to a member of the Senior Management team, it should be submitted to the Executive.

3 The Grievance Procedure – Stage Two

- 3.1 A meeting will be held between the Senior Manager/Director to discuss the grievance. All employees have the right to be accompanied at this meeting by a trade union representative or work colleague.
- 3.2 The Senior Manager will give a written response within 5 working days of the meeting in an attempt to resolve the matter.

4 Appeal

- 4.1 If the grievance is not resolved to the satisfaction of the employee at stage two, an appeal may be submitted in writing to the Executive (either the Principal, Director Academic or Corporate Director), or nominated person* within 5 working days of receipt of the letter informing the employee of the outcome of stage two. This should clearly state the grounds for appeal.
- 4.2 The employee will be entitled to attend a meeting with one of the Executive team or the nominated person and has the right to be accompanied by a trade union representative or work colleague
- 4.3 The Executive or nominated person will consider the appeal and will be supplied with all the documentation submitted in relation to the earlier stages of the procedure.
- 4.4 The Executive or nominated person will issue and send to ALL parties, copies of the decision in writing within, no more than 5 working days of the meeting.
- 4.5 This decision is final

* Nominated person is someone who the Executive can nominate to act on their behalf in the case of their absence??

Note

Timescales relating to the stages of the procedure can be altered if either holiday or sick absence prevent compliance with the procedure or if both parties agree to a shorter timescale. All parties will be kept informed of any changes.

APPENDIX 1

1 **Grievance form**

This form should be used to submit a grievance in accordance with the formal grievance procedure

Your Name	Your Job title	Your School/Dept

INFORMAL STAGE

Have you endeavoured to resolve your grievance informally? Yes / No (delete as appropriate)

If no, please provide a brief summary of the reasons as to why you did not attempt to resolve the matter through informal discussion

INFORMAL STAGE ACTIONS

(please briefly outline the meetings that have taken place or other actions taken at the informal stage)

Attach further information if necessary

GRIEVANCE

(Describe the nature of the grievance with all the facts and dates specified)

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Attach further information if necessary

RESOLUTION SOUGHT

(Please specify the action you seek to resolve your grievance)

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Your signature	Date