



Grievance Procedure

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Green Templeton College University of Oxford

Staff Grievance Procedure

A. Introduction

It is the policy of Green Templeton College to ensure that an individual with a grievance relating to their work, working conditions, or working relationships can use a fair and consistent procedure to raise the matter with the intention of it being addressed and resolved as promptly as possible.

B. Key Principles

1. The College believes that all employees should be treated fairly and with respect. If you are unhappy about the treatment that you have received, or about any aspect of your work, you should discuss this with your line manager, who will attempt to resolve the situation on an informal basis.
2. If you feel unable to approach your line manager directly, you should approach the College's HR Manager, who will discuss ways of dealing with the matter with you.
3. Where attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under this procedure.
4. A formal grievance should be used for all grievances arising from your employment. A grievance can be any problem or concern an individual has about their work, working environment, working relationships, or actions of fellow employees. It is impossible to provide a comprehensive list of all issues which may be seen as a grievance but ACAS suggest that common examples include: terms and conditions of employment; health and safety; relationships at work; new working practices; organisational change and equal opportunities/discrimination. It is important to understand that a grievance can be any work related matter that an individual perceives to be causing them difficulties or distress at work.
5. If your complaint relates to bullying or harassment on the part of a colleague, the matter should be dealt with under the harassment procedure.
6. Complaints that amount to an allegation of misconduct on the part of another employee will be investigated and dealt with under the disciplinary procedure.
7. Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.
8. 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.

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.

Grievance Procedure – Step 1 – Statement of Grievance

The first stage of the grievance procedure is for you to put your complaint in writing. This written statement will form the basis of the subsequent hearing and any investigations, so it is important that you set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place.

Your complaint should be headed "Formal Grievance" and sent to your line manager. If your complaint relates to the way in which your line manager is treating you, the complaint may be sent to the College's HR Manager.

Further attempts may be made to resolve the matter informally, depending on the nature of your complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.

Often grievances can affect working relationships. As far as possible staff will work as normal i.e. *status quo ante* will prevail.

Grievance Procedure – Step Two – Meeting

Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you, although the confidentiality of the grievance process will be respected. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. If you are invited to attend an investigatory meeting, the College will allow you to be accompanied by a colleague or a trade union official, even though this is not a statutory right.

The hearing will be held as soon as is reasonably practicable and, subject to any need to carry out prior investigations, within 10 working days of the receipt of your written complaint. The hearing will normally be conducted by a College Officer or senior manager. At the meeting, you will be asked to explain the nature of your complaint and what action you feel should be taken to resolve the matter. Where appropriate, the meeting may be adjourned to allow further investigations to take place.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform the person hearing the grievance as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

While you will be given every opportunity to explain your case fully, the person conducting the hearing will intervene if he/she thinks that the discussion is straying too far from the key issue, or to

ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of your complaint.

Following the meeting, you will be informed in writing of the outcome within seven working days and told of any action that the College proposes to take as a result of your complaint. You may discuss this outcome informally with either your manager or the College's HR Manager. If you are dissatisfied with the outcome, you may make a formal appeal.

The right to be accompanied

You have the right to be accompanied by a fellow worker or trade union official at any grievance meeting or subsequent appeal.

The choice of companion is a matter for you, but the College reserves the right to refuse to accept a companion whose presence would undermine the grievance process. Please note that individual workers are not obliged to agree to accompany you. Companions will be given appropriate paid time off to allow them to accompany colleagues at a grievance hearing or appeal hearing.

At any hearing or appeal hearing, your chosen companion will be allowed to address the meeting, respond on your behalf to any view expressed in the hearing, and sum up the case on your behalf. However, both the hearing and appeal hearing are essentially meetings between the employer and you, so any questions put directly to you should be dealt with by you and not your companion.

Where the chosen companion is unavailable on the day scheduled for the meeting or appeal, the meeting will be rescheduled, provided that you can propose an alternative time within five working days of the scheduled date.

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 the College's HR Manager, who will make appropriate arrangements.

Grievance Procedure – Step Three - Appeal

Your appeal should be made in writing to the person who heard your initial grievance hearing and copied to the College's HR Manager. You should clearly state the grounds of your appeal, i.e. the basis on which you say that the result of the grievance was wrong or that the action taken as a result was inappropriate. This should be done within seven working days of the written notification of the outcome of the grievance. An appeal meeting will be arranged to take place within 10 working days of the submission of your formal appeal.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your line manager or the HR Manager of this as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

The appeal hearing will normally be conducted by at least one College Officer not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

The College Officers are as follows:-

Principal
Bursar
Senior Tutor
Dean
Tutor for Admissions
Vice Principal
Tutor for Admissions
Secretary to the Governing Body

The appeal will consider the grounds that you have put forward and assess whether or not the conclusion reached in the original grievance hearing was appropriate. The appeal is not a rehearing of the original grievance, but rather a consideration of the specific areas with which you are dissatisfied in relation to the original grievance. The appeal may therefore confine discussion to those specific areas rather than reconsider the whole matter afresh.

Following the appeal meeting, you will be informed of the outcome within seven working days. The outcome of this meeting will be final.