



JOHN WHEATLEY COLLEGE

Board of Management

Grievance Procedure

All Staff

Grievance Procedure

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1.0 General

- 1.1 This procedure has been specifically designed to be used by individual employees to ensure that issues that they wish to raise relating to their work, working environment and working relationships within the College are dealt with consistently and settled fairly, speedily and as near to the point of origin as possible.
- 1.2 Employees should, in the first instance, aim to resolve any grievance informally with their line manager or as near the point of origin as possible. This has the advantage of the matter being dealt with quickly. If the matter can not be settled informally the employee should raise it within the formal process with the appropriate manager as indicated in Section 5 of this procedure. The College recognises the right of individual employees to use the procedure to settle individual grievances.
- 1.3 Whilst it is the College's hope that recourse to formal action under the grievance procedure will be unnecessary, the procedure below should be adopted in the event of a formal grievance being raised.
- 1.4 The College's Grievance Procedure, Dignity at Work and Public Interest Disclosure Policies recognise the right of members of College staff to raise genuine issues in good faith and these issues will be investigated within the terms of these policies.
- 1.5 Where, following the conclusion of investigations in relation to issues raised within the terms of these policies, there is evidence that there has been an attempt to misuse the College's policies maliciously then the College will have the right to investigate this matter within the terms of its Disciplinary and Appeals Procedure.
- 1.6 In addition, where a member of the College's Board of Management or a member of College staff who has been the subject of such allegations feels that the allegations were intended to damage their reputation (and/or the reputation of the College in this respect) they will have the right under the College's Grievance Procedure to raise a grievance against the individual making the allegations.
- 1.7 The College will be required to investigate the alleged grievance or complaint in line with the Grievance Procedure except where a member of the Board of Management or a member of the College's senior management is involved. In this case the grievance will be investigated by an ad hoc committee of the Board of Management. The ad hoc committee will exclude from membership the Chair of the Board (who may have to hear an appeal), staff and student members. An ad hoc Committee of the Board of Management shall comprise of three members, to include a Chair or Vice Chair of a standing committee. The Chair of the Board, the Principal, Staff Representatives and Student Representatives shall be excluded from such Committee.
- 1.8 It is the intention of John Wheatley College to resolve any grievance in the first instance wherever possible. In the unlikely event that this is not possible the matter should be raised using Stage 1 of the procedure. It is recognised however that depending on the nature of the issue all stages in the procedure need not be used. Failure to reply within the timescale can lead to the next stage of the procedure being invoked. If appropriate both parties may agree to declare the matter closed.
- 1.9 Issues raised by groups of employees should be dealt with through the recognised Trade Union or Professional Association. Individuals can raise and pursue individual grievances through the procedure without being members of a Trade Union or Professional Association.

- 1.10 Individuals can be accompanied by either a Trade Union or Professional Association representative or a work colleague.
- 1.11 The timescales in the procedure should be adhered to except when it is impractical to do so because of severe operational requirements or there is mutual agreement by both parties to alter the timescales.

2 Exclusions

Excluded from John Wheatley College's Grievance Procedures are the following:

- matters raised as a "protected disclosure" in compliance with the public interest disclosure provisions of the 1996 Act;
- matters of discipline, which are covered separately under the College's Disciplinary and Appeals Procedures with the exception of action taken where the employee asserts that the action was taken wholly or mainly for a reason other than their conduct or capability;
- matters of administration such as the method and frequency of the payment of wages and salaries, the operation of the Sick Pay or Superannuation Schemes;
- matters concerning income tax or national insurance;
- not excluded, but with the procedure as laid down in the policy document, any question as to whether there has been discrimination, harassment or victimisation against an employee contrary to the terms of the College's policy on equal opportunities; and
- matters relating to the College's Attendance at Work Policy and Procedure.

2.1 If the College wish to alter Conditions of Employment or work practices, management will ensure that proper consultation and negotiation takes place with employees' representatives in accordance with the Recognition and Procedures Agreement for Consultation and the Recognition and Procedures Agreement for Negotiation for the appropriate staff group.

2.2 An individual employee subject to a change in conditions of employment may wish the consultation and negotiation to take place involving a Trade Union. Where collective issues are involved, the Trade Union is the appropriate vehicle for discussion and negotiation. Matters concerning conditions of employment should be processed through the College's Joint Negotiating Committee and Joint Consultative Committee as appropriate.

2.3 Where an employee(s) feels aggrieved at the application of any agreement reached between Management and their Trades Union or Professional Association, and where it can be determined that the local agreement has been applied fairly and in accordance with the terms of the agreement, then the employee(s) shall have no recourse to the Grievance Procedure but should instead raise the matter with their Trade Union or Professional Association.

3 Status Quo

In the event of an issue being pursued by an employee, a group of employees or Management through the procedures the following will apply.

- 3.1 Where Management takes a decision which is within the framework of an existing agreement or an established practice there shall be no obligation upon Management to postpone the implementation of the decision until agreement has been reached or the appropriate procedure below has been exhausted. This gives Management the right to maintain the status quo. Management will therefore have the right to implement the necessary changes whilst negotiation is on-going.
- 3.2 Where Management wishes to implement a decision which would mean departing from an existing agreement or established practice and the employee(s) concerned objects to that decision Management shall be obliged to reach or exhaust the appropriate procedure before implementing the decision. This gives the employee(s) the right to maintain the status quo. Therefore no changes shall be made by management until the procedure is exhausted.
- 3.3 Both parties accept the status quo clause imposes obligations on both Management and Trade Unions to take no precipitative action, including authorised industrial action, while the issue is still under consideration and the procedure has not been exhausted.
- 3.4 The College reserves the right to recruit assistance from an external source to assist with the investigation, depending on the nature of the issue and the exigencies of the service, for example an external auditor, IT consultant, or other suitably qualified individual or organisation.
- 3.5 If both parties agree, the status quo may be extended to operate while an issue is being considered by a third party mutually agreed to seek conciliation or arbitration. Failure to reach agreement on selection of a third party will result in referral to the Advisory, Conciliation and Arbitration Service (ACAS).

4 Informal Stage

- 4.1 The Informal Stage is outwith the formal process.
- 4.2 Employees should try to resolve their grievance informally with their line manager or the individual(s) concerned in the first instance prior to the instigation of formal procedures.
- 4.3 The employee should request verbally a meeting with the line manager or the individual(s) concerned. The meeting should be arranged by the line manager or individual within five (5) working days of the request or within a mutually agreed timescale.
- 4.4 If the line manager or the individual(s) concerned is unable to accept the legitimacy of the complaint, cannot provide a remedy, or is unable to reach a resolution to the matter they should inform the employee verbally as soon as possible and in any event within two (2) working days.
- 4.5 If the employee is unhappy with the response or remedy provided by their line manager or individual(s) concerned then they have the right to raise the matter through the formal procedure. Employees may seek advice from a member of management at an appropriate level, a personnel representative or a representative of their Trade Union or Professional Association.
- 4.6 The employee should document their grievance on the Stage 1 - Application (GP1 form). The employee will be expected to provide a detailed account of what steps have been taken to resolve the matter informally. If there have been no steps taken to resolve the matter informally the manager who is in receipt of the formal grievance will have the discretion to refer the matter back to the employee. Only in exceptional circumstances will an employee be able to invoke the formal procedure without having first attempted to resolve the matter informally.

5 Formal Procedure

Prior to invoking the formal procedure employees are reminded that the first step is to try and resolve the matter informally.

5.1 Individual Grievances

It is recognised that setting out a grievance may be difficult for some employees especially for those whose first language is not English, who have a disability or who have difficulty expressing themselves on paper. In these circumstances the employee is encouraged to seek assistance from a work colleague, a Trade Union or Professional Association representative or a Personnel representative. The College will provide reasonable assistance where required in such circumstances which may include assisting the employee to formulate a written grievance if they are unable to do so themselves.

5.2 Stage 1 – Grievance Hearing

Any employee feeling aggrieved on any matter relating to their work, working environment or working relationships should raise the matter with their line manager who is identified on the employee's written statement of particulars. In circumstances where the grievance is against the employee's line manager and they have attempted to resolve the matter informally without success the employee can approach their next line manager or another manager, in a similar position, in the organisation.

In the interests of the employee and the person against whom the grievance is raised the employee's grievance should be treated in the strictest confidence. Matters should not be discussed with colleagues or other managers unless it is to seek advice. Any manager or employee who is unsure how to proceed should seek advice from the Human Resources Manager or Human Resources Officer.

A formal grievance must be set down in writing detailing the nature of the alleged grievance on GP1 form and submitted to the appropriate manager identified in appendix 1.

Upon receipt of the GP1 form a meeting shall be arranged by the manager (but not necessarily take place) within five (5) working days.

The manager shall set out their decision or proposed remedy in response to the grievance on GPR1 form within five (5) working days of the meeting.

If the employee is dissatisfied with the decision then they will have the right to appeal and proceed to Stage 2 of the Procedure.

If it is evident that the matter raised by an employee is a breach of the College's Disciplinary Code then the matter should be investigated and dealt with in accordance with the College's Disciplinary and Appeals Procedure.

5.3 Stage 2 – Appeal

If the employee raising the grievance decides to appeal against the decision made or remedy proposed at Stage 1 and progress to Stage 2 of the procedure the employee shall, within five (5) working days of receipt of the response submit their appeal on GP2 form to the appropriate senior manager as indicated in appendix 1. The

employee should set out the nature of the issue and explain why they are dissatisfied with the decision or remedy. The Form GP2 should be accompanied by the original GP1.

Upon receipt of the GP2 form a meeting shall be arranged by the senior manager (but not necessarily take place) within five (5) working days.

The senior manager, who will assume the role of Chair, having heard the grievance shall advise the employee of their decision within five (5) working days. The decision shall be set out on GPR2 form. The employee should be advised of their right to appeal and informed of the next stage of the procedure.

If the employee remains dissatisfied with the response the employee shall intimate their continuing dissatisfaction in writing on GP3 form within five (5) working days of receipt of the reply to the appropriate senior manager as indicated in appendix 1.

The appeal process timescale will commence upon confirmation by the employee to the appropriate manager of receipt of the appropriate GP2 form.

The employee may only proceed to Stage 3 of the procedure on the basis of:

- a breach of the procedure during stage 2 of the procedure;
- relevant new evidence being submitted which was not available to the Chair in the course of Stage 2 of the procedure; and/or
- the employee feels that the decision is perverse or unreasonable.

5.4 Stage 3 – Second Appeal

Upon receipt of the GP3 form a meeting shall be arranged by the appropriate manager (but not necessarily take place) within five (5) working days.

If grievance is to be heard by an ad hoc Committee (as detailed in Appendices 1 and 2) of the Board of Management the employee should submit the GP3 form to the Human Resources Manager. A meeting of the ad hoc committee shall normally be arranged (but not necessarily take place) within ten (10) working days. The meeting shall take place within a reasonable time scale however this will be dependent upon the availability of Board Members.

An ad hoc Committee of the Board of Management shall comprise of three members, to include a Chair or Vice Chair of a standing committee. The Chair of the Board, the Principal, Staff Representatives and Student Representatives shall be excluded from such Committee

The employee will be required to provide the manager or ad hoc Committee hearing the grievance, in addition to the GP3 form copies of all forms and correspondence connected with the grievance. The senior manager will provide details of what steps have been taken or proposed to resolve the issue.

The appeal process timescale will commence upon confirmation by the employee to Personnel of receipt of the appropriate Form GP3.

5 Conduct of Hearings

Where the grievance is related to a complaint of victimisation, bullying, harassment or discrimination refer to Section 8 of this procedure.

- 5.1 The College recognises the right of its employees to be accompanied by a Trades Union or Professional Association representative or a work colleague during all formal stages of the Grievance Procedure.
- 5.2 Managers and employees are advised that the College will not permit the involvement of legal advisers at any stage of the internal grievance procedures (this includes the Informal Stage, Stage 1, Stage 2 – Appeal and Stage 3 – Second Appeal).
- 5.3 A Personnel Representative shall be present at all formal meetings of the Grievance Procedure.
- 5.4 In the event that the employee can identify a significant conflict of interest in relation to the person delegated to Chair a hearing, such concerns shall be supplied immediately to the Human Resources Manager. The Human Resources Manager shall advise within five (5) working days as to whether this conflict of interest necessitates the replacement of the Chair at that stage of the procedure.
- 5.5 The Chair of the hearing shall be taken to be the appropriate designated manager in accordance with the grievance referral guide, appendix 1. Upon receipt of the grievance a meeting should be arranged by the manager (but not necessarily take place) within five (5) working days. The Chair shall initiate the arrangements for the hearing which will include, but not necessarily be restricted to the issuing of written invitations to the meeting, the time and place of the meeting. The Chair shall be accompanied by a personnel representative. All reasonable steps shall be taken to ensure that the procedure progresses as speedily as is reasonably practicable. Any delay to the procedure will be identified and communicated as timeously as possible to concerned parties.
- 5.6 If an employee or their companion is unable to attend on a proposed date the employee can suggest another date so long as it is reasonable and is not more than five (5) working days, beginning with the first working day after the date originally proposed by the manager. This five (5) day time limit may be extended by mutual agreement but within a reasonable timescale.
- 5.7 In agreement with the College's Trades Unions and Professional Association all meetings which form part of the formal process shall be electronically recorded. The staff member is entitled to receive a copy of the recording. A typed transcript will be sent to the staff member for signature as soon as it is available.
- 5.8 A grievance hearing is not the same as a disciplinary hearing, and is an opportunity for discussion and dialogue which may produce a satisfactory resolution to the complaint.
- 5.9 The employee against whom the grievance has been raised shall receive a copy of the Grievance GP1 form, to allow them to make a response, at least five (5) working days prior to them being involved in any hearing.

- 5.10 The Chair shall open the hearing by introducing all parties present and by stating the role of the participants. In normal circumstances this will include:
- the Chair;
 - the employee and their companion;
 - the person against whom the grievance is being raised and their companion; and
 - a personnel representative.
- 5.11 The Chair shall secure the agreement of the parties present that all deliberations will remain strictly confidential.
- 5.12 The Chair will state the reason(s) for the hearing as indicated by the employee in the application for consideration of the grievance. Confirmation of the accuracy of these particulars will be sought from the employee.
- 5.13 The person accompanying the employee as their companion is allowed to respond on the employee's behalf to any views expressed at the hearing. The companion can address the hearing at both the start and the end of the proceedings to present the employee's case and to sum up. It is not the role of the companion to answer questions on the employee's behalf.
- 5.14 The employee must be allowed to explain their complaint and say how they would like to see it resolved. The Chair will invite the participants to declare or disclose any and all information relevant to the substance of the grievance. In all circumstances any information must be related directly to the source of the original grievance.
- 5.15 The Chair has the right to consult, individually or collectively, all concerned parties prior to the hearing and to undertake further such discussions or investigation deemed appropriate at his/her discretion prior to issuing a formal response to the findings of the hearing. The Chair shall reserve the right to instruct all, or a combination of, the concerned parties to be present at a hearing or sub-hearing in the interests of establishing the facts of the grievance as fully as possible. The employee has the right to have access to records of any meetings connected with the grievance and the decision taken in relation to the outcome of the grievance.
- 5.16 The Chair shall initiate questions relating to the employee's grievance in the first instance. At all stages the Chair shall exercise the right to cross-question the employee and the person against whom the grievance has been raised.
- 5.17 Having concluded his/her own questions, the Chair will invite the employee and the person against whom the grievance has been raised to make statements in support of their position or to sum up. This may be carried out by the person accompanying the employee. The employee and the person against whom the grievance is being raised will be afforded the opportunity to cross-question one another through the Chair.
- 5.18 Both the employee raising the grievance and the person against whom the grievance is being raised should have the opportunity to state their case and respond to any statements or evidence produced by the opposite side.

- 5.19 If the manager reaches a stage in the hearing where they are not sure how to deal with the grievance or feel that further investigation is necessary the meeting should be adjourned to get advice or make further investigation. The meeting should be reconvened within an agreed timescale and as soon as reasonably practicable.
- 5.20 If it is evident that the matter raised by an employee is a breach of the College's Disciplinary Code then the Hearing should be suspended to allow the manager time to consider the case. If the matter is considered to be in breach of the College's Code of Discipline then the matter shall be investigated and dealt with in accordance with the College's Disciplinary and Appeals Procedure. The employee against whom the grievance was raised shall be advised accordingly.
- 5.21 The employee who raised the matter shall be advised that the issue is no longer a personal grievance but a College matter which will be managed under the College's Disciplinary and Appeals Procedure.
- 5.22 Having satisfied all parties that there has been a full and dispassionate examination of the facts in connection with the grievance, the Chair will, in the interests of clarity, summarise the position of the employee and, where applicable, any other participants at the hearing or sub-hearing.
- 5.23 The Chair shall conclude the proceedings by asking the employee(s) to affirm that all information relevant to the circumstances of the grievance known to him/her have been disclosed fully and honestly. The Chair will reiterate that any other information known to the parties present which is relevant to the substance of the grievance should be disclosed before the conclusion of the hearing.
- 5.24 The Chair should thank those present for their participation and state the course of action which s/he is obliged to follow as per the College's grievance procedure, to include the date/s by which any response is to be issued. The hearing will conclude on these points.
- 5.25 The Chair will be required to have examined the facts of the case as thoroughly as possible and to have based their decision on the facts of the case. The Chair will endeavour to establish the facts of the case as thoroughly as possible and to exercise judgement in the event of any of the facts remaining in dispute. In such circumstances any conclusions must be reached on the basis of the balance of probabilities. Where applicable this will be stated as plainly as possible on the appropriate grievance report form. Having fully investigated the complaint and considered the matter carefully the Chair will issue the response to the employee's grievance using the appropriate grievance decision report form. Any delay to the issue of this response will be identified and communicated as timeously as possible to all concerned parties.
- 5.26 The employee shall be advised of the decision in writing on the appropriate GPR form. In most cases the College would expect the manager's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and they can appeal against the decision or remedy proposed by the manager concerned.
- 5.27 The employee should be advised of their right to appeal and informed of the next stage of the procedure or if the appeal hearing is the final stage of the grievance procedure on the appropriate GPR form.

- 5.28 The manager should offer the employee the opportunity to meet with them to advise them of the outcome of the grievance hearing. The purpose of the meeting is not for the manager to explain in detail why they reached the decision or put forward the proposed remedy. The meeting is to afford the employee the opportunity to discuss the decision or remedy proposed not how the decision or remedy was reached.

7 Special Procedures

There may be cases where the above procedure is inappropriate and revisions to the procedures will be necessary. Examples of such cases are indicated below.

- 7.1 Where the grievance is against the employee's line manager, the employee may raise the matter with another manager at a similar level directly or the next line manager on an informal basis. The employee may seek advice on any aspect of the Procedure from the Human Resources Manager or the Human Resources Officer.
- 7.2 Where the grievance is about a matter which is outside the authority of the appropriate designated manager in accordance with the grievance referral guide, appendix 1, Stage 1 of the procedure may be transferred to a more senior manager by agreement.
- 7.3 In these and any other special cases, the College has discretion to agree to modified procedures to meet the circumstances, at the request of, or with the consent of, the employee or their representative.
- 7.5 Where the grievance is very personal, for example a complaint of sexual or racial harassment, the employee may approach the Human Resources Manager or Human Resources Officer in the first instance informally to seek advice on the options available to them and the Procedures. Alternatively the employee may wish to approach that person's manager or another manager in the organisation in a similar position. Such cases will be dealt with in accordance with Section 8 of this Procedure.

8 Victimization, Bullying or Harassment or Discrimination

- 8.1 All employees carry responsibility for their own conduct and behaviour.
- 8.2 Complaints about victimisation, bullying, harassment or discrimination are sensitive issues. Such incidents can in general be distinguished from other unacceptable behaviour. An employee who feels that they have been subject to victimisation, bullying, harassment or discrimination in the first instance should refer to the College's Dignity at Work Policy.
- 8.3 Managers who receive a complaint of victimisation, bullying, harassment or discrimination should treat the matter seriously and promptly. The most important consideration is how the employee is affected by the action(s), not the intent, of the alleged harasser(s).
- 8.4 Managers should remind employees of the support and advice available to them through the College's Employee Counselling Service and Personnel Section.
- 8.5 In such cases the above procedure should be followed with the exception that the employee raising the grievance should be given the choice of attending the meeting or hearing first without the person whom the grievance is against being present. The employee has the right to be accompanied by their Trade Union or Professional Association representative or a work colleague.
- 8.6 A Personnel representative shall be in attendance at all formal meetings.
- 8.7 Once the manager has met with the employee raising the grievance and established the facts the manager should then meet with the employee against whom the grievance has been raised within ten (10) working days.
- 8.8 The manager may wish to consider whether or not it is necessary to relocate the alleged harasser or apply administrative leave. Advice on such matters should be discussed with the Human Resources Manager or Human Resources Officer prior to any action being taken.
- 8.9 If there is reason to believe that the employee has been subjected to victimisation, bullying, harassment or discrimination the matter should be investigated and dealt with in accordance with the Disciplinary and Appeals Procedure.

9 Collective Grievances

9.1 For the purposes of this Procedure, a collective grievance is defined as a grievance held in common by two (2) or more members of staff represented by a recognised Trades Union or Professional Association and supported by a College Branch Office Bearer. Where such a collective grievance arises relating to terms and conditions of employment, the following procedures should be followed.

- the elected officers of the Trades Union Branch shall formally advise the Principal, or in his/her absence the Depute Principal of the existence and substance of the collective grievance;
- a meeting shall be arranged between the College Management and elected local/full-time officers of the Trades Unions within **ten (10)** working days or otherwise by mutual agreement;
- this meeting may adjourn for further discussions by mutual agreement but shall otherwise formally record either agreement or failure to agree; and
- if management and the Union are unable to resolve the dispute, then the parties may agree to seek conciliation or arbitration through a mutually agreed independent third party. Failure to reach agreement on selection of a third party will result in referral to the Advisory, Conciliation and Arbitration Service (ACAS).

10 Formal Disputes

- 10.1 In the event of a formal dispute being declared by either the College or the Trade Unions, the conditions which prevailed prior to the introduction of the circumstances causing the dispute will continue to apply until the matter is finally resolved (in accordance with Section 3 of this procedure). National Trades Union(s) officers shall only become involved in a formal dispute in the event of all relevant agreed College procedures being exhausted.
- 10.2 No Trade Union involved in a dispute arising from these procedures will cause, or take part in, or authorise its members to take part in any form of industrial action against the College unless and until the above procedures have been followed and exhausted; similarly, no action will be taken by the College against any employee or members of Trades Union(s) involved in connection with the dispute (with the exclusion of actions which constitute gross misconduct in accordance with the College's Code of Discipline).
- 10.3 Any recognised Trade Union causing, or taking part in, or authorising its members to take part in any form of industrial action against the College will be required to give at least seven (7) days formal notice (but not before it has informed the College of the outcome of the ballot) of the date on which it intends to call its members out on strike or to instruct them to begin other industrial action of the action to be taken.
- 10.4 Both parties to any dispute should, wherever possible, reach agreement on interim arrangements to allow work to continue while the procedure is being followed.

11 Keeping Records

- 11.1 It is important, and in the interest of both parties, to keep written records during the grievance process. Records of the process shall be kept by the Personnel Section. Records shall include:
- the Form detailing the nature of the grievance raised;
 - the Form detailing the manager's response and action taken;
 - reasons for action taken;
 - tape of voice recordings;
 - typed transcripts of the hearings;
 - witness statements or typed transcripts of meetings; and
 - any other correspondence or evidence connected with the grievance or hearings.
- 11.2 Records will be treated as confidential and kept in accordance with the College's Retention Schedule and the Data Protection Act 1998 which gives employees the right to request and have access to certain personal data.
- 11.3 Copies of hearing records shall be given to the employee. In certain circumstances the College reserves the right to withhold some information to protect a witness or third party.

12 Withdrawal of Grievance

The member of staff or group of staff feeling aggrieved may withdraw at any stage from the procedure by providing written notice to their line manager (informal stage) or to the Chair of the hearing (formal stages). The employee(s) will be deemed to have ended the procedure as a consequence and the matter closed.

Date Approved: Board of Management	Date Implemented	Review Date
24.5.2005	24.5.2005	24.5.2007

Grievance Referral Guide

Aggrieved Employee	Informal Stage	Stage 1	Stage 2	Stage 3
Principal	Chair of Board of Management	Ad hoc Committee of the Personnel and Staffing Committee	Ad hoc Committee of the Board of Management	Executive Committee
Depute Principal	Principal	Ad hoc Committee of the Personnel and Staffing Committee	Ad hoc Committee of the Board of Management	Chair of Board of Management
Assistant Principal	Depute Principal	Principal	Ad hoc committee of the Personnel and Staffing Committee	Ad hoc Committee of the Board of Management
Associate Principal	Assistant Principal	Depute Principal	Principal	Ad hoc Committee of the Personnel and Staffing Committee
Assistant Associate Principal	Associate Principal	Assistant Principal	Depute Principal	Principal
Senior Lecturers, Lecturers and Support Staff	Line manager or equivalent	Next line Manager, Associate Principal or Assistant Principal	Assistant Principal or Depute Principal	Depute Principal or Principal

Note

An ad hoc Committee of the Board of Management shall comprise of three members, to include a Chair or Vice Chair of a standing committee. The Chair of the Board, the Principal, Staff Representatives and Student Representatives shall be excluded from such Committee.

Appendix 2

Aggrieved Employee	Grievance Raised Against	Informal Stage	Stage 1	Stage 2	Stage 3
All Staff	Principal	Principal	Ad hoc committee of Personnel and Staffing Committee	Ad hoc Committee of Board of Management	Executive Committee
Assistant Principal Associate Principal Assistant Associate Principal Senior Lecturer Lecturer Support Staff	Depute Principal	Depute Principal	Principal	Ad hoc committee of Personnel and Staffing Committee	Ad hoc Committee of Board of Management
Assistant Principal	Depute Principal	Depute Principal	Principal	Ad hoc committee of Personnel and Staffing Committee	Ad hoc Committee of Board of Management
Associate Principal	Assistant Principal	Assistant Principal	Depute Principal	Principal	Ad hoc committee of Personnel and Staffing Committee
Senior Lecturer Lecturer Support Staff	Associate Principal	Associate Principal	Assistant Principal	Depute Principal	Principal
Lecturer Support Staff	Senior Lecturer Line Manager	Senior Lecturer Line Manager	Next line manager or Associate Principal	Assistant Principal	Depute Principal

Note

An ad hoc Committee of the Board of Management shall comprise of three members, to include a Chair or Vice Chair of a standing committee. The Chair of the Board, the Principal, Staff Representatives and Student Representatives shall be excluded from such Committee.

Stage 1 - Application

GP1

Application for Consideration of Grievance at Stage 1.

Employees should in the first instance aim to resolve a grievance informally with their line manager or as near the point of origin as possible.

Employee Name: _____

Job Title: _____

Section/School: _____

Trade Union (where applicable): _____

Nature of Grievance:

Full details - you must set out the nature of the grievance and the basis for it providing as much information as possible including date(s), time(s) and the name(s) of any individual(s) concerned. This should include references to incidents, documents and evidence where possible. Continue on a separate sheet if necessary.

Prior to invoking the formal procedure you should first have tried to resolve the matter informally.

What steps did you take to attempt to resolve the grievance informally?

Manager's Name: _____ Date of meeting(s): _____

If you have not taken steps to resolve the issue informally what were your reasons for not doing so?

What was the result of any discussions held with your line manager or the individual(s) concerned in this connection?

What steps do you feel could be taken by the College to assist resolve this complaint?

I apply for my grievance to be formally investigated under Stage 1 of John Wheatley College's Grievance Procedure.

My representative will be:

Employee's signature:

Date:

Stage 1 - Response

GPR1

Decision of Formal Grievance at Stage 1

Employee Name: _____

Job Title: _____

Section/School: _____

Trade Union (where applicable): _____

Name of person accompanying: _____

Date of Grievance: _____

Date of Hearing: _____

Summary of grievance:

Result of investigation and factors taken into consideration:

Having investigated and carefully considered your complaint I / we have made the following decision:

Proposal (if any) for resolving the grievance:

Chairperson's signature:

Panel (where applicable)

Date:

You have the right to proceed to Stage 2 of the Grievance Procedure if you are dissatisfied with this decision or proposed remedy. You should submit your appeal on GP2 form within five (5) working days of receipt of this decision or proposed to _____.

If you wish to be provided with an outline of the reason(s) for this decision or the proposed remedy please contact me within two (2) working days of receipt of this form. A meeting will normally be arranged (but not necessarily take place) within five (5) working days. The meeting will take place within a reasonable timescale.

The decision or proposed remedy will not be affected by this meeting. If you have difficulty with the decision or proposed remedy it is open to you to go forward to Stage 2.

Note

A meeting should be held with an employee for whom English is not their first language or an employee who has a relevant disability, if appropriate, to explain the decision or proposed remedy if this is felt to be necessary by the employee, employee representative or chair person.

Application for Consideration of Grievance at Stage 2.

Employee Name: _____

Job Title: _____

Department/School: _____

Trade Union (Where applicable): _____

Nature of Appeal

I wish to progress my grievance to Stage 2 of the grievance procedure on the following grounds.

I am dissatisfied with the decision or proposed remedy stated in form GPR1 and appeal against the decision or remedy for the following reasons:

I apply for my grievance to be formally investigated under Stage Two of John Wheatley College's grievance procedure.

My representative will be: _____

Employee's signature: _____

Date: _____

The GP1 form must be attached along with any other or documentation.

Stage 2 – Appeal Response

GPR2

Grievance Appeal Decision Report Stage Two

To (employee name): _____

Section/School: _____

Further to your Stage 2 – Appeal Application. Having fully investigated your complaint and carefully considered the matter in accordance with the College’s Grievance Procedure. I write to advise that the outcome is as follows.

Summary of grievance:

Result of investigation and factors taken into consideration:

Having investigated and carefully considered your complaint I / we have made the following decision:

Proposal (if any) for resolving the grievance:

Chairperson's signature: _____

Panel (where applicable) _____

Date: _____

You have the right to proceed to Stage 3 of the Grievance Procedure on the following grounds:

- a breach of the procedure during Stage 2;
- relevant new evidence being which was not available to the Chair in the course of Stage 2 of the procedure; and/or
- the employee feels that the decision is perverse or unreasonable.

You should submit your appeal on GP3 form within five (5) working days of receipt of this decision or proposed remedy to _____.

If you wish to be provided with an outline of the reason(s) for this decision or the proposed remedy please contact me within two (2) working days of receipt of this form. A meeting will normally be arranged (but not necessarily take place) within five (5) working days. The meeting will take place within a reasonable timescale.

The decision or proposed remedy will not be affected by this meeting. It is open to you to go forward to Stage 3.

Note

A meeting should be held with an employee for whom English is not their first language or an employee who has a relevant disability, if appropriate, to explain the decision or proposed remedy if this is felt to be necessary by the employee, employee representative or chair person.

Stage 3 – Second Appeal Application

GP3

Application for Consideration of Grievance at Stage 3.

Employee Name: _____

Job Title: _____

Section/School: _____

Trade Union (where applicable): _____

Nature of Application

I wish to progress my grievance to Stage Three for the following reason(s):

Please delete as appropriate.

- a breach of the procedure during Stage 2;
- relevant new evidence being which was not available to the Chair in the course of Stage 2 of the procedure; and/or
- the employee feels that the decision is perverse or unreasonable.

I apply for my grievance to be formally investigated under Stage 3 of John Wheatley College's Grievance Procedure.

My representative will be: _____

Employee's signature: _____

Date: _____

GP1 and GP2 forms must be attached along with any other or documentation.

My representative will be: _____

Employee's signature: _____ Date: _____

Stage 3 – Second Appeal Response
Grievance Decision Appeal Report Stage 3.

GPR3

To (employee name): _____

Section/School: _____

Further to your Stage 3 – Second Appeal Application. Having fully investigated your complaint and carefully considered the matter in accordance with the College’s Grievance Procedure. I write to advise that the outcome is as follows.

Summary of grievance: _____

Result of investigation and factors taken into consideration:

Having investigated and carefully considered your complaint I would confirm decision is as follows:

Proposal (if any) for resolving the grievance:

Signature: _____

Designation: _____

Date: _____

I would confirm that this is the final stage of the grievance procedure.

Note

A meeting should be held with an employee for whom English is not their first language or an employee who has a relevant disability, if appropriate, to explain the decision or proposed remedy if this is felt to be necessary by the employee, employee representative or chair person.