
GRIEVANCE POLICY

1. INTRODUCTION

The university is committed to providing a positive working environment, consistent with our values, where employees are treated fairly and with dignity and respect. We appreciate that sometimes con-

Line Manager:

ance may take the role of the Grievance Manager. They may also have responsibility for delivering or supporting the delivery of any recommendations arising from the formal stages of a grievance.

Grievance Manager: The manager assigned to consider the Grievance. Their role is to seek to resolve the grievance, in a transparent and impartial manner.

Appeal Manager: The manager assigned to consider any Appeal of the Formal Process. Their role is to review the paperwork and process conducted and consider any additional information provided by the Employee to reach a conclusion on the grievance appeal. They are not assigned to re-hear the original grievance but to consider whether the process followed was robust and fair and whether the outcome and recommendations were reasonable.

POD (People and Organisational Development) Representative: To Support the Grievance and Appeal Manager in their considerations, providing advice on the process and conduct of any investigation. They do not make the decision on the outcome.

Accompanying Trade Union Representative or Colleague: To support those involved in the formal process and assist them in preparing for any meetings, presenting information, and supporting the Employee. They may present information on behalf of the Employee at formal meetings although

Formal Resolution– Stage 2 - Appeal

If an employee wishes to appeal the outcome of a Stage 1 grievance, they should submit an appeal in writing outlining their full grounds for appeal, in writing to the manager who heard the grievance within 5 working days of being notified of the outcome of Stage 1. Arrangements will then be made for an appeal hearing to be conducted by another manager not involved in the original grievance.

Employees will be notified that their appeal has been received within 5 working days. The person complained about will also be informed that an appeal has been received and may be advised of the appeal grounds and context.

The appeal stage is not intended to be a rehearing of the original case. Hence the grounds for appeal should typically fall within one of the following:

- Procedural error.
- The outcome and recommendations are unreasonable and significantly out of line with the issues considered.
- Added information is now available which could not have been provided when the original outcome was communicated.

Where the appeal relates to new evidence there should be a clear statement provided outlining the reason this was not available for consideration at the previous stage.

Appeals will be heard by a more senior manager or the same level manager from a different team. For more complex cases an additional manager will join the chair to form a panel to hear the grievance. A People Business Partner will be appointed to advise the Chair/panel in matters of process and available options; the People Business Partner will not be part of the decision making.

The appeal meeting allows the employee to explain why they think the outcome from the initial grievance was incorrect or failed to resolve the grievance. The Appeal Manager will ask questions to ensure they understand the grounds for the appeal and any added information being presented along with the resolution being sought. A summary note, recording the key points, will be taken of the meeting, and shared with the employee. The employee may comment on the accuracy of the note.

The Chair may adjourn the meeting to consider the information and conduct any additional investigations they feel necessary. This is likely to involve meeting with the original Grievance Manager and potentially the Respondent(s) but only where this is felt necessary to reach a conclusion. If the Chair decides longer time for adjournment is needed to collate more evidence, the members of the meeting will be advised accordingly. However, decisions should be made promptly, and the meeting reconvened at the earliest opportunity.

Once the Chair has considered all the points raised, they will provide a written response to the employee within 10 working days. If the employee is not satisfied with the decision, they will be advised of the next steps.