



## Grievance Procedure

### Introduction

In the event that a member of staff has a grievance that relates to any aspect of their employment, including any action taken or suggested by the College, every effort should be made to settle it in accordance with these outlines. For disciplinary matters, see the Disciplinary and Dismissal Procedure, which is a separate, unrelated document.

All the steps outlined in this document should be taken without unreasonable delay.

### The Procedure

1. **Raise the grievance.** Problems relating to your employment should be resolved promptly, fairly and as directly as possible, ie between the persons involved.
2. **Formal grievance.** If necessary, raise your grievance in writing and pass it to the Director of Studies, the Academic Principal or the Chief Operating Officer. However, if a formal grievance is not necessary, it can be raised orally and informally. If the grievance is against the Director of Studies, the Academic Principal or the Chief Operating Officer, the matter will be referred directly to the Designated Proprietor.
3. **Investigating your grievance.** The investigation will be carried out by the Director of Studies or the Academic Principal.
4. **Grievance meeting.** Once you have raised your grievance, you will be invited to a meeting to discuss the matter. You will be informed in advance in writing of the date, time and location of the meeting. You must take reasonable steps to attend the meeting. You may be accompanied to the meeting by a colleague or trade union official. The purpose of the meeting will be for you to explain your case. Following the meeting, the Director of Studies or the Academic Principal will inform you of their decision and of your right to appeal.
5. **Appeal.** Should you be dissatisfied with the decision taken concerning your grievance, you may appeal the decision by notifying the Director of Studies or the Academic Principal in writing within five working days, setting out the reasons why you wish to appeal.
6. **Appeal procedure.** The Academic Principal will investigate your appeal. You will be invited to attend a further meeting and you will be informed in advance of the date, time and location of the meeting. You must take reasonable steps to attend the meeting. You may be accompanied to the meeting by a colleague or trade union official. In the event that disciplinary action is necessary, the College will follow a fair procedure.