

STRANMILLIS UNIVERSITY COLLEGE

GRIEVANCE PROCEDURE :

ACADEMIC STAFF BELOW RANK OF DIRECTOR

- 1.** Most routine complaints and grievances are best resolved informally in discussion with one's line manager. Dealing with grievances in this way can often lead to a quick resolution of the problem. Where a grievance cannot be resolved informally, it should be dealt with under the Grievance procedure.

The object of this procedure is to provide a member of staff who has a grievance with the opportunity to have it examined quickly and effectively and, where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable moment and at the first level of management. Any grievance relating to the Principal is a matter for the Board of Governors and should be directed through the Clerk to the Board, currently the Director of Corporate Services.

Please note that, where it is not possible to respond within the timescales stated within the Procedure (e.g., if one of the involved parties is absent for a short time), the employee may be given an explanation for the delay and told when a response can be expected.

All proceedings, witness statements and records are to be kept confidential.

2. STAGE I

When a member of staff has a grievance which it has not proved possible to resolve informally, an attempt should be made to resolve the matter by direct approach to the relevant Director (preferably in writing), making it clear that the first stage of the Grievance Procedure is being invoked. The Director will arrange to meet the member of staff, normally within three working days of the submission of the request and the member of staff may be accompanied by a work colleague or a representative of a recognised Trade Union.

The Director will reply to the member of staff as soon as possible, and in any case normally within three working days of the date of the meeting.

3. STAGE II

If the matter still remains unresolved, the member of staff may request an interview with the Principal. This interview will be normally granted within five working days and the member of staff may be accompanied at this interview by a work colleague or a representative of a recognised Trade Union. The Human Resources Officer will normally attend as an observer and to maintain a record of proceedings.

The Principal will reply, in writing, to the member of staff as soon as possible, and in any case normally within five working days of the date of the interview.

4. STAGE III

- 4.1 Where the grievance has not been resolved at Stage I or Stage II and the member of staff wishes to proceed, he/she should submit a formal written notice of the grievance to the Clerk to the Board of Governors for the matter to be considered by the Appeals Committee.
- 4.2 The Appeals Committee shall consist of three Governors, other than Staff Governors, nominated by the Chair of the Board of Governors. No one previously involved, such as the Principal, may be a member of the Appeals Committee.
- 4.3 A meeting of the Appeals Committee shall be called normally within ten working days of the Clerk to the Board of Governors receiving the written notice of the grievance. The member of staff may be accompanied by a work colleague or a representative of a recognised Trade Union. Failure to attend will not invalidate the proceedings.
- 4.4 The decision of the Appeals Committee shall be communicated in writing to the member of staff, normally within **three** working days of the meeting.
- 4.5 The decision of the Appeals Committee shall be final.

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