

Grievance Procedures

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Relation to QAA requirements (parts of code covered)			
Informed by UK Quality Code – Core Practices for Standards and Quality			

Introduction

Grievance procedures are invoked where employees and students have concerns, problems or complaints to raise with the College as an employer or as an institution.

Both students and staff should aim to resolve most grievances informally by using the College's 'open door policy' in the first instance.

However, if a grievance cannot be settled informally then the matter should be formally raised with the management.

Under the standard statutory procedure, the individual must:

Step 1

Inform the College of the grievance or grievances in writing (this can be via e-mail).

Step 2

Be invited by the management to a meeting to discuss the grievance (or grievances) and have a right to be accompanied and be notified in writing of the decision. The individual has a duty to take all reasonable steps to attend this meeting.

Step 3

Be given the right to an appeal meeting if they feel the grievance has not been satisfactorily resolved and be notified of the final decision.

There are certain exemptions when this procedure cannot be invoked and the standard disciplinary procedures as detailed in Appendix 1 apply. Examples of this maybe where:

- The individual is no longer at the college, and it is no longer practicable for the staff to take Step 1; or
- Individual wishes to complain about an actual or threatened dismissal; or
- The individual raises a concern as to a protected disclosure in compliance with the public interest disclosure Act 1998;
- The individual wishes to complain about (actual or threatened) action short of dismissal to which the standard disciplinary procedure applies, unless the grievance involves unlawful discrimination (including the Equal Pay Act) or is not genuinely on grounds of capability or conduct

In the first instance the grievance should be raised with the line manager and in the case of students with their Programme Leader, unless the complaint is against the line manager and in that case the complaint should be raised with the Head of Quality for teaching staff and with the Registrar for support staff and Principal if it is against another student.

The grievance must be set out in writing. However, if an individual is unable to do this either because of a disability or lack of command of the language then attempts will be made to nominate another individual who can assist the individual.

On receiving the formal grievance, the College will invite the individual to a meeting as soon as is practicable and inform the staff member that they have a right to be accompanied by a friend/colleague.

If a mutually acceptable time cannot be agreed then another meeting will be scheduled not more than 5 working days after the original date (however, this can be extended by mutual agreement).

During the meeting, the individual states their complaint and how they think it should be settled. In the event that the College is unable to resolve the matter then the meeting may be adjourned to seek advice or to conduct further investigation.

If the matter can be settled then the College will respond in writing to the grievance within a reasonable time (normally 5 working days) and will inform as to the appeals procedure if the complainant is not satisfied.

APPEAL

Appeals will be conducted by a member of senior management such as the Principal or the Vice-Principal or anyone nominated by them in their absence.

The individual has a right to attend the appeal and be accompanied by someone.

Again the decision will be notified to the individual in writing and this will constitute as the final stage of the process.

Please note that written records will be kept during the grievance process and these will be treated as confidential and kept in accordance with the Data Protection Act 2018.

The above procedure may be used for such matters as work relations, bullying and harassment, equal opportunities, health and safety issues and terms and conditions of employment.

The End