



Staff Grievance Policy

POLICY DETAILS	
Policy Category:	HR
Version Number:	V2
Approving Authority:	Executive Board
Approval Date	16 September 2025
Date Reviewed:	11 September 2025
Date of next review:	1 August 2026
Author:	Lorna Smith
Owner (if different from above):	Principal
Version History:	1. Policy title updated to Staff Grievance Policy. 2. Added full Policy Details at the beginning. 3. Updated Related Policies/Procedures in Policy Details. 4. Rewrote and updated the Purpose section for clarity and readability. 5. Added a Scope section. 6. Added a Definitions section, clarifying the distinction between a grievance and a complaint. 7. Added a Roles and Responsibilities section. 8. Inserted page numbers. 9. Replaced the term “<i>perpetrator</i>” with “<i>other party</i>” to ensure neutral language. 10. Replaced “<i>complaint</i>” with “<i>grievance</i>” in section 6.1 for consistency. 11. Deleted clause 7.3 (old): allowing the same chair to hear an appeal.
Related Policies / Procedures	Bullying and Harassment Policy (Staff) Sexual Harassment and Misconduct Policy Code of Ethics Capability Policy
Effective Date:	18 September 2025

1. PURPOSE

1.1 This Policy provides employees with a fair and consistent procedure for addressing grievances relating to their employment.

1.2 It ensures that grievances are dealt with promptly and effectively, without disadvantage to the employee.

1.3 Concerns may be resolved informally where possible. If informal resolution is not suitable or successful, a formal process will apply.

1.4 This Policy is linked to other policies, including the Staff Bullying and Harassment Policy, the Sexual Harassment and Misconduct Policy, the Staff Disciplinary Policy and the Staff Capability Policy, and can lead to action under those policies where appropriate.

1.5 It is usually in the best interest of both employers and employees to deal with any issues at an early stage to prevent minor issues escalating into serious matters. The following procedures in this policy are non-contractual.

2. Scope

2.1 This Policy applies to all employees of the College, including permanent, fixed-term, full-time and part-time staff.

2.2 It does not apply to agency staff, contractors, consultants or volunteers.

2.3 Complaints about bullying, harassment or sexual misconduct must be raised under the Staff Bullying and Harassment Policy or the Sexual Harassment and Misconduct Policy.

3. Definitions

3.1 Appeal: a request by an employee for a review of the outcome of a formal grievance.

3.2 Complaint: an expression of dissatisfaction about the College's services, decisions or actions.

3.3 Employee Representative: a colleague or recognised trade union official who may accompany an employee at formal meetings.

3.4 Formal Grievance: a written grievance submitted under this Policy for investigation and resolution.

3.5 Grievance: a concern raised by an employee about their employment, working conditions or treatment at work.

3.6 Informal Resolution: an attempt to resolve a grievance through direct discussion without using the formal procedure.

4. Roles and Responsibilities

Role	Responsibility
Employee	Raise issues informally where possible. Submit formal grievances in writing with details. Submit appeals in writing within 7 days. Inform chosen representative of hearing details.
Human Resources (HR)	Receive written grievances. Arrange grievance meetings. Keep records of meetings and evidence on personnel files.
Hearing Manager/Chair	Hold grievance meetings. Adjourn if investigation is needed. Consider evidence and issue written outcomes, including appeal details. Hear appeals where required.
Employee Representative	Accompany the employee at formal grievance and appeal meetings.

5. Informal Procedure

5.1 If employees are able to raise issues informally with the other party, then such discussions can frequently solve issues quickly and effectively. However, if the matter is more serious, or the informal route has not solved the situation, or employees do not feel it is appropriate to raise the matter informally, they should make a formal representation under this procedure.

5.2 If employees are being harassed or bullied, this procedure is not the best way to raise such a matter and they should use the procedures outlined in our Bullying and Harassment Policy (Staff) as this will be a more appropriate route to solving the problem.

6. Formal Procedure

6.1 If an employee wishes to raise a formal grievance, it is advisable to put the matter in writing from the outset, giving as much detail as possible of the nature of the grievance. The written complaint should be given to HR.

6.2 A meeting will be arranged as soon as possible to hear the grievance. It may be necessary to suspend the meeting to gather further evidence, or to initiate a full investigation of the facts. We will aim to resolve the issue as quickly as possible and will not suspend the meeting unnecessarily.

6.3 At the end of the meeting, and after any necessary re-investigation, we will consider all the evidence gathered. We will notify the employee, in writing, of our assessment and what, if any, action we intend to take to resolve the situation. The letter will outline who any appeal should be directed to if the employee wishes to do so. We aim to notify of the decision as soon as is reasonably practical.

7. Appeal

7.1 If the employee is unhappy with the outcome of the meeting and any proposed action, then they have the right of appeal. This should be in writing to the person detailed in the

outcome letter, within seven calendar days of the date of the letter, outlining the grounds for appeal.

7.2 We will then arrange to hear the appeal, normally within no more than 14 calendar days after receipt of the letter of appeal.

7.3 After full consideration of the matter, the employee will be informed, in writing, of the decision, as soon as is reasonably practical and normally no longer than 14 days after the meeting has been held.

8. Right to be Accompanied

8.1 Employees have the right to be accompanied by a fellow employee, or by a Trade Union Official, at all stages of the formal grievance procedure and at any subsequent appeal meetings.

8.2 It is the employee's responsibility to inform the appropriate accompanying person of the details of the hearing. If a member of staff is going to accompany the employee, they should notify the College as early as possible, so that we can ensure that they can be released from their duties at the appropriate times.

8.3 We support the right to be accompanied and any person who agrees to accompany a member of staff at any grievance or appeal hearing will not be subject to any form of detriment as a result of doing so.

9. Record Keeping

9.1 Notes of all meetings will be taken and these, along with any supporting evidence used, will be held on the employee's personnel file. Details of any action taken will also be kept.