



UK COLLEGE
OF BUSINESS AND COMPUTING

Grievance Procedure

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Grievance Policy and Procedure

Purpose

UKCBC aims to provide its staff with the highest possible standard of care whilst working for us. The expectation is that all staff play a significant role in achieving and sustaining high standards across the college. However, it is also recognised that from time to time staff will have concerns or complaints regarding their work, working relationships or working environment. Preferably concerns will be resolved informally through discussions with Department Heads or Line Managers. However, if an employee considers that their concerns have not been addressed adequately, they may raise a formal grievance under the procedures outlined in this policy to the HR department.

Scope

1. This policy applies to all current employees of UKCBC. It provides all parties of their particular roles and obligations, and where necessary their rights under the procedure.
2. If an employee raises a grievance prior to leaving the organisation, an investigation will be conducted (potentially via paper) to end the stage started prior to leaving. Following this, a written response will be sent to the complainant.
3. This policy covers formal investigations of grievances involving unacceptable behaviour such as Bullying, Harassment or Victimisation.
4. Disclosures in the public interest referred to as 'Whistleblowing' should be raised through the College Whistleblowing policy.

Principles

It is within the best interest of all parties that any issues are resolved as quickly as possible. The grievance procedure provides the mechanism for these to be dealt with in a fair and timely manner. All concerns highlighted will always be treated in the strictest confidence and remain confidential. UKCBC's grievance procedure provides a framework that will aim to facilitate an outcome at:

1. An informal stage.
2. A formal stage.
3. Appeal stage.

This process informs all involved of their role and obligations and where these are appropriate under the policy. Please note that wherever this procedure states that grievances or appeals must be made in writing, where an employee involved in the grievance process has a disability or literacy difficulties, alternative arrangements can be agreed.

1. Informal

Both managers and staff involved should make every effort to resolve any concern or differences through an informal stage. Your manager will arrange to have a private meeting with you as soon as possible to discuss it with you. However, should the individual or the College deem the informal process to be inappropriate, formal action may be required immediately.

If a staff member has a grievance relating to another staff member, they should first attempt to resolve the matter by directly speaking with that staff member. If possible, it should be made clear to the staff member causing the offence that their behaviour/actions are not acceptable and should stop.

It is advisable that members of staff keep a record of details relating to any incident that may have caused anguish or concerns, along with any requests made in an attempt to resolve the unwarranted behaviour or action.

Where a direct approach fails to stop the alleged grievance, the individual may request a meeting with their line manager. This request can be made either verbally or in writing via email. If this is not possible or appropriate, then a senior staff member will hold the meeting. The meeting will be held when reasonably practicable.

The format of the meeting is greatly dependant on the circumstances of the situation. During the meeting it is important that you stick to the facts and refrain from using inflammatory, abusive or threatening language. It would be advised that both parties take notes, which may be used in follow-up meetings.

Following the meeting, even if the complaint was given verbally, the response or outcome should be confirmed in writing.

Should the complaint be relating to the CEO, the complainant should approach the HR manager who will advise putting this into writing and requesting a meeting with a governor of the college.

If the individual is not satisfied with the outcome of the informal meeting, or if the unacceptable behaviour/actions continue, then they may request to take the concern further through a formal process.

2. Formal

If the grievance has either not been solved or has been requested to be dealt with in a formal manner, the College follows a 3 step process in accordance with the Acas Code of Practice.

Step 1:

The staff member should inform the Company of their grievance in writing by providing a statement of grievance to their line manager and the HR department. This should include any evidence supporting the grievance (detailing dates and an account of the incidents).

The manager should consult with HR for advice to ensure that the grievance is dealt with in the appropriate manner and with due care. In situations where the parties involved work in close proximity, the manager should consider changes to the working environment where possible.

If the grievance is against the manager or supervisor of that staff member and the individual feels unable to discuss it with them, they should take their grievance to the HR department.

Step 2:

Following Step 1, the staff member will be invited by the HR department to a meeting to discuss their grievance further. This would normally be within 5 working days of the grievance receipt (however, timings may vary depending on the grievance), and the employee should make every effort to attend.

This meeting is the start of the investigation process and is a fact-finding meeting which will include HR and/or their Line manager where appropriate. The employee has the right to be accompanied to the meeting by an employee of UKCBC or trade union representative if they make a reasonable request. The person chosen will not prejudice the meeting nor have to travel from a remote geographical location.

Following the meeting, additional investigative meetings with other staff may take place to assist in the outcome of the grievance. Again, the purpose of this is to fact-find. In turn, this may evoke a different process being followed.

Step 3:

Once all meetings have taken place, the company may request an additional meeting to discuss the findings from the investigations and to present the outcome. On reaching a conclusion, the HR team will follow-up in writing with the conclusion, ending the grievance process.

3. Appeal

Following the grievance meeting, the employee will be given the right to an appeal if they feel their grievance has not been satisfactorily resolved. If they wish to appeal, they must do so in writing, stating the specific grounds of the appeal. This should be addressed to the person indicated in the letter confirming the result of the staff member's previous meeting.

The appeal process will be conducted in the same manner as Steps 1 and 2 above. The hearing will proceed as the meeting at Step 2 above. Where possible, the meeting will be chaired by a different and preferably more senior manager.

After the appeal hearing, the employee will be notified of the final decision. This is the end of the Grievance Process.

Normal practice is to provide, in writing, a minimum of 24 hours' notice of the meetings, unless expressed otherwise from the member of staff. The individual has the right to be accompanied in a grievance hearing or appeal by another employee or worker (or a staff/trade union representative).

If the employee wishes to be accompanied, they should inform HR of this so that appropriate arrangements can be made.

The staff member should raise any grievance with their immediate supervisor or manager unless they have particular reason for not doing so. If this is the case, it should be raised with the manager to whom their supervisor or manager reports or a director in the case of a “Statutory” or “Whistleblowing” disclosure. If the employee becomes aware of a wrongdoing at work which is protected under the Public Interest Disclosure Act 1998, they should initiate this procedure immediately by addressing their grievance direct to the Owner/Director of the business.

Grievance Process (flow chart)

