



## Grievance Procedure



**Core Documentation Cover Page**

# Grievance Procedure

Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0	Jan 2013 SMT	To ensure all employees with a grievance relating to their employment can use a procedure that can help to resolve grievances as quickly and fairly as possible.	Corporate Services Director	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Jan 2014
V2.0	Apr 2014 SMT	Annual Review Minor Amendment to signpost to ACAS guidance.	HR Officer	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Apr 2016
V3.0	Jul 2017 PRAG Chair	Administrative Amendments to update institution name change from British School of Osteopathy to University College of Osteopathy and to update Staff Role and Committee Titles.	HR Manager	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Apr 2016
V4.0	May 2018 PRAG Chair	Administrative Amendments to reflect title changes (i.e. from Principal to Vice-Chancellor, etc.)	HR Manager	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Apr 2016

**Equality Impact**

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)

Neutral equality impact (i.e. no significant effect)

X

Negative equality impact (i.e. increasing inequalities)

**If you have any feedback or suggestions for enhancing this policy, please email your comments to: [quality@uco.ac.uk](mailto:quality@uco.ac.uk)**

## GRIEVANCE PROCEDURE

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## 1. SCOPE

- 1.1 The University College of Osteopathy (UCO) believes that all employees should be treated fairly and with respect.
- 1.2 It is the UCO's policy to ensure all employees with a grievance relating to their employment can use a procedure that can help to resolve grievances as quickly and fairly as possible.
- 1.3 Managers and supervisors operating this procedure must refer to ACAS Code of Practice<sup>1</sup> and ACAS Guidance Notes<sup>2</sup>; maintain fairness and consistency of treatment, to ensure that all cases are investigated thoroughly, that decisions reached are fair and reasonable, and that there is no unfair discrimination.

## 2. ACAS CODE OF PRACTICE

- 2.1 Whenever a grievance process is being followed it is important to deal with issues fairly. There are a number of elements to this included in the Code of Practice:
  - a) Employers and employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
  - b) Employers and employees should act consistently.
  - c) Employers should carry out any necessary investigations, to establish the facts of the case.
  - d) Employees should inform employers of the basis of the problem - in writing under the formal procedure. Both parties must have an opportunity to put their case in response before any decisions are made.
  - e) Employers should allow employees to be accompanied at any formal disciplinary or grievance meeting.
  - f) Employers should allow an employee to appeal against any formal decision made.

## 3. INFORMAL DISCUSSIONS

- 3.1 If you have a grievance about your employment you should discuss it informally with your immediate supervisor. We hope that the majority of concerns will be resolved at this stage.
- 3.2 However if you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing, clearly explaining the nature of your grievance together with possible solutions, to your immediate supervisor or Line Manager [providing that they are not subject to the grievance].

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<sup>1</sup>[http://www.acas.org.uk/media/pdf/k/b/Acas\\_Code\\_of\\_Practice\\_1\\_on\\_disciplinary\\_and\\_grievance\\_procedures-accessible-version-Jul-2012.pdf](http://www.acas.org.uk/media/pdf/k/b/Acas_Code_of_Practice_1_on_disciplinary_and_grievance_procedures-accessible-version-Jul-2012.pdf)

<sup>2</sup> <http://www.acas.org.uk/media/pdf/2/q/Discipline-and-grievances-Acas-guide.pdf>

- 3.3 If the grievance is about your supervisor or Line Manager, then you should put your grievance in writing to the HR Manager.

## 4. FORMAL GRIEVANCE PROCEDURE

### 4.1 STAGE ONE

- 4.1.1 On receipt of the written grievance the UCO will arrange for you to be invited to a formal meeting without unreasonable delay, to discuss your grievance. At the meeting you will be allowed to explain your grievance and state how you think it should be resolved. Consideration will be given to adjourning the meeting for any investigation that may be necessary.
- 4.1.2 The meeting will be with your supervisor/Line Manager, unless the grievance is against that individual in which case the written grievance should be addressed to the HR Manager, who will arrange for an appropriate member of the Senior Management Team to hear the grievance.
- 4.1.3 Following the grievance meeting the employee will be given a written response within five working days from the date of the grievance meeting detailing the decision and any actions that will be taken.

### 4.2 STAGE TWO

- 4.2.1 If the matter is not resolved, you may raise the grievance further in writing clearly stating the reason for the grievance and why you feel that it has not been resolved through the informal stage or at Stage 1, to the HR Manager.
- 4.2.2 On receipt of the written grievance the HR Manager will arrange for an appropriate member of the Senior Management Team to invite you to, and conduct a formal meeting to discuss your grievance without unreasonable delay. You will be allowed to explain your grievance and state how you think it should be resolved. Consideration will be given to adjourning the meeting for any investigation that may be necessary.
- 4.2.3 Following the grievance meeting the employee will be given a written response within five working days from the date of the grievance meeting detailing the decision and any actions that will be taken.
- 4.2.4 If you are dissatisfied with the outcome at Stage 2 you may make a formal appeal.

### 4.3 STAGE THREE – FORMAL APPEAL

- 4.3.1 If the matter is not resolved, you may again raise the grievance in writing clearly stating the reason for the grievance and why you feel that it has not been resolved through the informal stage or at Stage 1 and 2, to the Vice-Chancellor.
- 4.3.2 The Vice-Chancellor (or his/her authorised deputy) will invite you to, and conduct a formal meeting to discuss your grievance without unreasonable delay. You will be allowed to explain your grievance and state how you think it should be resolved.

Consideration will be given to adjourning the meeting for any investigation that may be necessary.

- 4.3.3 The Vice-Chancellor (or authorised deputy) will give his/her decision in writing together with any proposed actions within ten working days of the grievance being received.
- 4.3.4 The Vice-Chancellor's decision is final and this will be the end of the UCO Grievance procedure.
- 4.3.5 If your grievance is against the HR Manager, then at stage two and/or three, you should place your grievance in writing to the Vice-Chancellor.

## 5. RIGHT OF ACCOMPANIMENT AT THE GRIEVANCE MEETINGS

- 5.1 Employees have a statutory right to be accompanied by a companion at a grievance meeting. The chosen companion may be a fellow worker, a trade union representative or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.
- 5.2 The companion will be allowed to address the meeting to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the meeting. The companion does not however, have the right to answer questions on the employee's behalf, address the meeting if the employee does not wish it or prevent the employer from explaining their case.

## 6. MEDIATION

- 6.1 It may be appropriate for a matter to be dealt with by way of mediation, depending on the nature of the grievance. This involves the appointment of a third party mediator, who will discuss the issues raised in the grievance and seek to facilitate a resolution. Mediation will only be used where all parties involved in the grievance agree.

## 7. NOTE

- 7.1 If a complaint of racial or sexual harassment or bullying is made, the employee may not wish to discuss the issue with their immediate supervisor/manager. Employees in this instance may raise the matter directly with the HR Manager which may be done verbally in the first instance and then followed up in writing.
- 7.2 Where for any reason the exact procedure outlined is unable to be followed (for example because one of the persons identified above is concerned with the grievance) the HR Manager will ensure that its guidelines are followed as closely as possible.



## 8. OVERLAPPING GRIEVANCE AND DISCIPLINARY CASES

- 8.1 Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.