



Heythrop College University of London

Grievance Procedures for Support Staff not covered by the College Statutes

Introduction

The College is committed to providing an environment in which members of staff feel valued and supported in their work. The College therefore has grievance procedures for its entire staff to use if they feel that they have issues or concerns with their work, their working environment or working relationships.

The College Statutes contain details of the grievance procedures for academic staff, the Secretary, the Librarian and the Principal. The procedures for support staff not covered by the College Statutes are stated below. These procedures aim to settle and redress grievances which individual members of staff may have with colleagues within their departments or within other departments, in a manner which is quick and fair, and also acceptable to all parties concerned.

Informal Procedure

In the first instance, where a member of staff has a grievance, he/she should raise the matter with his/her immediate line-manager or supervisor. The line-manager or supervisor will make enquires or conduct interviews which he/she are feels necessary to settle or redress the grievance. In cases where the grievance involves other members of staff, the line-manager or supervisor will inform the staff to be interviewed that they have the right to be accompanied by another colleague or a union representative.

The line-manager/supervisor should respond to the matter within five working days; if it is not possible to resolve the matter within five working days, he/she should inform the aggrieved member of staff how long it will take to resolve the issue.

The line-manager/supervisor should keep a written record of the grievance and its resolution in a confidential manner and in accordance with the principles of the Data Protection Act 1998.

Formal Procedure

Where the informal procedure does not satisfactorily redress or settle the grievance, the aggrieved member of staff may start the formal grievance procedure by writing to his/her immediate line-manager/supervisor stating that the matter should be considered under the College's formal grievance procedure.

Representation during the Formal Procedure

At any stage of the formal grievance procedure, any member of staff involved in the interviews or hearing has the right to be accompanied by a colleague or a union representative. A member of staff who has agreed to accompany a colleague to a

grievance interview or hearing will be entitled to a reasonable amount of paid time off to carry out his/her duties. A lay trade union official will also be permitted to take paid time off to accompany a worker to an interview or a hearing, provided that the official works at the College.

Keeping Records of Grievance Proceedings

At each stage of the formal grievance procedure, written records will be kept to record the proceedings. The information will be stored in the College's Human Resources Office, in accordance with the principles of the Data Protection Act 1998, and will be treated as strictly confidential. Managers or supervisors should therefore ensure that copies of correspondence and minutes of meetings are sent to the Human Resources Office during each stage of the formal grievance process.

The stages of the formal grievance procedure are stated below:

Stage One

The immediate line-manager/supervisor will have five working days from the date of receiving the letter stating the grievance in which to arrange a meeting with the aggrieved member of staff. After the meeting, the line-manager/supervisor will have five working days in which to respond to the grievance. He/she may also carry out further investigations or interviews with other member of staff.

The line-manager/supervisor will write to the member of staff with a grievance stating what has been done to resolve the matter.

Stage Two

If the member of staff who has the grievance is not satisfied with the line-manager/supervisor's response, he/she may apply in writing to the Principal within 10 working days of receiving the line-manager's written response. The Principal (or another senior manager nominated, in writing, by him/her, such as the Vice-Principal), will conduct interviews or investigations in order to resolve the issue.

The Principal (or the nominated senior manager) will write to the aggrieved member of staff within five working days of receiving the letter from him/her, to arrange a meeting. After the meeting, the Principal (or nominated senior manager) will have 10 working days from that date in which to respond to the aggrieved member of staff, and in which to carry out further interviews and/or investigations.

The Principal (or the nominated senior manager) will respond in writing stating what has been done to resolve the matter.

Stage Three

If the member of staff with a grievance is not satisfied with the Principal's response and with the decisions which have been taken to resolve the grievance, he/she may appeal

to the Grievance Committee for a hearing within 10 working days of receiving the letter from the Principal. This should be done by writing to the Human Resources Manager who will respond within ten working days of receiving the request letter, notifying him/her of the date of the hearing (which will not be less than ten working days from the date the letter is sent).

The Human Resources Manager will send details of the hearing to all members of the Grievance Committee and all members of staff who will be required to take part in the hearing, such as witnesses. The Human Resources Manager will also advise all parties of the processes to be followed at the hearing and of their right to representation by another person.

The Grievance Committee is made up of three governors, (of which one must be external to the College). An external governor will chair the Committee.

At the hearing, the aggrieved member of staff (or his/her representative) shall present his/her case and may call on witnesses, who may be questioned by him/her (the complainant), by the Committee members or by the respondent (or his/her representative). The respondent is the member of staff who has aggrieved the complainant. The respondent (or his/her representative) will also have the opportunity to call witnesses who may be questioned by the respondent, the complainant and the Committee members. Both the complainant and the respondent (or their representatives) will be allowed to present a summary of their cases.

The Grievance Committee will decide on how long each participant will have to present their case and question witnesses. It can also decide to postpone or adjourn the hearing where it feels this is necessary, for instance, in order to allow more witnesses to be called. The Grievance Committee can also dismiss the complainant for want of prosecution.

The Grievance Committee's decision, which will be communicated in writing to both parties, not more than one week after the hearing, is final.

Time Limits for Responses

In a situation where it is not possible to respond to the aggrieved member of staff within the deadlines stated above, the appropriate member of staff will write to the aggrieved member of staff explaining the reason for the delay in responding and stating an expected time of response.