



**Brasenose College  
Grievance Policy  
(This policy applies to non- academic staff)**

Approved at Governing Body 14 February 2018

**This policy should be read together with the College’s Guidelines to Investigations and in some cases may lead to the College’s Disciplinary, Capability or Harassment policy.**

The College aims to be responsive to concerns raised by employees and if you are unhappy with something affecting you at work you are encouraged to raise this informally with your line manager. If that is not possible then you should speak to a member of the management team who will try to assist you in resolving any issue you may have. Informal discussion is recommended and can frequently solve problems without the need for resort to a formal procedure.

The following procedure is designed to be used when these informal attempts to resolve any dispute have not been successful. A separate policy exists to deal with disciplinary or harassment issues (Please see the College’s **Disciplinary Policy** and **Harassment policy or Capability policy**).

Issues that may lead an employee to raising a grievance might include, but would not be limited to:

- Terms and conditions of employment
- Health and safety concerns
- Work relations e.g. with another co-worker or with a manager
- New working practices
- Discrimination

**Raising a Grievance**

If an informal approach does not work and you feel that the matter is serious and needs to be raised formally, you should raise a grievance by making a written complaint, stating that it is being made under this procedure. You should give as much information about your grievance, including any relevant dates and times, as you can, so that proper consideration can be given and to allow for any investigation into your concerns.

A grievance will normally be dealt with by your line manager and should be addressed to them directly. Where the grievance is directly concerned with you line manager’s behaviour, however,

you should submit your grievance to HR or another senior manager who will arrange for somebody who is not directly involved in the issue to deal with it.

### **Grievance Hearing**

A grievance hearing will then be arranged so that **you** can explain the issue and suggest how it can be resolved.

You will have the right to be accompanied for support at the hearing by 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 be certified by their union as being competent to accompany a worker, and the College reserves the right to bar any Trade Union official who cannot show their official identification. Employees may alter their choice of companion if they wish.

In accordance with the ACAS code the companion should be allowed to address the hearing 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 hearing. The companion does not, however, have the right to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

The manager conducting the hearing will consider what you have said and depending on the nature of the issue, may deal with the matter immediately. In this event, a decision on the outcome of your grievance will be made and you will be informed of this.

However, it may be decided to adjourn the grievance hearing to carry out further investigations. This is covered in more detail below, but in general terms this would follow the processes as set out in the **College Guidelines to Investigations** and may in turn lead to a case which would be heard under another College policy such as the formal **Disciplinary, Capability policy** or **Harassment policy**.

### **Relationship with Other Procedures**

Where your grievance relates to the conduct of other procedures such as set out in the **Disciplinary** or **Capability** policies, the College may choose to

- i) either delay the consideration of the grievance until that procedure has been completed,
- or
- ii) it may deal with the grievance in the course of that procedure or
- iii) it may deal with the grievance through the Appeal process

The College reserves the right to choose whichever appears to be the fairer or more straightforward way of dealing with the issue.

### **Allegations of Misconduct**

Where an employee's is making allegations of misconduct on the part of another employee(s) then the College may need to carry out an investigation into the allegations and pursue the matter through the Disciplinary procedure. Where this happens the grievance will usually be held over until the Disciplinary process has been concluded.

Once the investigations are concluded, if new information comes to light, and if it is considered appropriate, you may be invited to a reconvened grievance hearing to have the opportunity to consider and respond to the findings of the investigation.

### **Confidentiality**

It is recognised that there a careful balance is needed between keeping matters confidential while they are investigated and keeping the person who lodged the grievance informed of the progress under the relevant process being applied, as well as their need to be informed of the outcome of their complaint.

Initially, details of the case will be kept confidential to those involved in hearing the grievance. However, if the case is investigated or leads to a Disciplinary, Capability or Harassment procedure, then it should be expected that the details of the complaint (and any relevant witness statements gathered in the course of an investigation) will be shared more widely, including for example with the person against whom the allegation has been made, and with their companion. Any witnesses who need to be interviewed as part of an investigation will usually need to be made aware of some of the details of the case.

### **The outcome**

The person who lodged the grievance will be informed in writing (in general terms) of the outcome of their grievance, which may include a summary of action to be taken by the College.

### **Appeals**

If you are dissatisfied with the outcome of a grievance then you may appeal. You should submit your appeal in writing within one week of being informed of the outcome of your grievance. Your appeal should be directed to the person who confirmed in writing the grievance outcome.

An appeal hearing will then be convened and will be conducted by an appropriate member of the senior management team, but not the one who heard the first hearing. You will have the right to be accompanied at the appeal by a fellow employee or trade union official, who can perform the same role as set out above in the Grievance Hearing.

The outcome of any appeal will be final.

February 2018