



WC272 - Staff Grievance Policy

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Introduction

This policy provides a framework for resolving grievances raised by staff at Westerfield College in a fair, consistent, and timely manner. It aims to address workplace issues and maintain a positive working environment.

Scope

This policy applies to all staff members employed by Westerfield College. It covers grievances related to workplace conditions, treatment by colleagues or managers, and any other work-related concerns. Issues of harassment, bullying, or discrimination should also be addressed through this policy unless a separate procedure is specified.

Principles

- All grievances will be taken seriously and treated with respect and confidentiality.
- The process will be impartial and transparent.
- Staff will not face retaliation or detriment for raising a grievance in good faith.
- Both informal and formal approaches are available for resolving grievances.

Informal Resolution

Discussion with the Line Manager

- Staff are encouraged to raise concerns informally with their line manager in the first instance.
- The manager will aim to address the issue promptly and fairly.

Alternative Informal Routes

- If the grievance involves the line manager or cannot be resolved informally, staff may approach another manager or the HR department for advice and assistance.

Formal Grievance Procedure

Submitting a Formal Grievance

- If informal resolution is unsuccessful or inappropriate, staff may submit a formal grievance in writing to the HR department.
- The grievance should include details of the issue, any steps already taken to resolve it, and the desired outcome.

Acknowledgement and Investigation

- The HR department will acknowledge receipt of the grievance within 5 working days.
- An impartial investigator will be appointed to gather facts and review evidence.

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- The investigator may interview the staff member raising the grievance, relevant witnesses, and any other parties involved.

Grievance Hearing

- A grievance hearing will be convened once the investigation is complete.
- The staff member will be invited to attend the hearing and may be accompanied by a trade union representative or colleague.
- The hearing panel, typically consisting of a senior manager and an HR representative, will consider the evidence and any statements provided.

Outcome

- The outcome of the grievance will be communicated in writing within 5 working days of the hearing.
- Possible outcomes include:
 - Grievance upheld and appropriate action taken.
 - Grievance partially upheld with recommendations.
 - Grievance not upheld with reasons provided.

Appeals

Right to Appeal

- Staff have the right to appeal the outcome of a grievance.
- Appeals must be submitted in writing within 10 working days of receiving the grievance outcome, outlining the grounds for appeal.

Appeal Hearing

- An independent panel will be convened to hear the appeal.
- The panel will review the original decision and consider the grounds for appeal.
- The outcome of the appeal will be final and communicated in writing.

Special Consideration

Collective Grievances

- If a grievance is raised collectively by a group of staff, the same procedure will apply, with one individual designated as the spokesperson.

Confidentiality

- All parties involved in a grievance must maintain confidentiality to ensure a fair process and protect those involved.

Support for Staff

- Staff can access support through the HR department, counselling services, or trade unions during the grievance process.

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Record Keeping

- Records of grievances, investigations, and outcomes will be maintained confidentially by the HR department and kept in line with data protection regulations.

Policy Review

This policy will be reviewed every two years by the Academic Board unless there are internal or legislative changes necessitating an earlier review.

Version History

No	Revised on	Version	Changes	Approved by	Date of Approval	Revised by