

# Grievance Procedure

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Issue Date: January 2022

Review Date: January 2023



## Introduction

The Grievance procedure aims to help resolve individual grievances in a manner, which is as fair, consistent and expeditious as possible. SIRM is committed to working with others to find a solution to individual grievances as early in the procedure and as informally as possible.

Employees who have a grievance, or those against whom a grievance is raised, have the right to be represented by an acknowledged staff representative or a work colleague. The employee must notify parties in advance of any meetings who will be accompanying them.

Where the grievance is not against an individual member of staff but SIRM, the person hearing the grievance will determine which member of staff should be invited to attend to represent the SIRM perspective.

It is the responsibility of SIRM and the parties involved, to behave as professionally and sensitively as possible to resolve issues effectively and preserve working relationships.

## Scope

This Procedure should be followed by current directly employed SIRM staff.

Under this procedure, members of staff may raise any matter directly related to their employment with the exception of salary related matters, which should be revised through line management. Bullying and harassment complaints should be raised through the bullying and harassment policy and procedure. Where the employee wishes to complain about any actions, which fall within the Probationary, Disciplinary procedures, the Grievance Procedure cannot be instigated and matters must be raised through the relevant procedures.

## Procedure

### Stage 1 - Informal

If an employee has a grievance relating to his or her employment, the matter should be raised with the employee's line manager. In the event that a grievance relates to the line manager who would normally deal with a grievance at this stage, the grievance should be referred to the line manager's own manager. If the grievance is against the Head of the School personally it should be sent to the HR Director.

The line manager will attempt to resolve the complaint informally. He/she shall enquire into the grievance and will discuss it with the complainant and will provide a written record of the discussion and its outcome within 10 working days after the complaint is received. Most grievances will be resolved at this stage.

If, upon receipt of the written decision, the complainant is dissatisfied with the decision, he/she may progress the grievance to Stage 2.

### Stage 2

If the grievance has not been resolved at Stage 1, the complainant may refer the grievance to the Director responsible for their area or, in the event of the Director being involved, to Registrar, by obtaining a grievance form from. The complainant must complete the form by providing full details of the complaint and should address it to the Director.

The Director will, as soon as is possible, liaise with the HR and arrange a meeting date at which all parties to the grievance will attend. This will include a member of the HR who will act as adviser to the hearing.

The Director will have the right to ask questions of the parties in attendance and to speak to other members of staff where further evidence or information is needed. The member of staff bringing the grievance, and the member of staff whom the grievance is against, will have the opportunity to express their points of view in relation to the case.

The Director will consider all of the matters raised at the meeting and will issue a written decision, including the reasons for that decision, within 10 working days of the meeting. Copies will be sent to all of the parties.

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If, upon receipt of the written decision, the complainant is still dissatisfied with the decision, he/she may progress the grievance to Stage 3.

## Stage 3

If the complaint is not resolved to the satisfaction of the employee at Stage 2, the grievance may be submitted in writing to the Head of the School within five working days of the receipt of the decision reached at Stage 2.

The Head of the School will, as soon as possible [and in any event, within 10 working days of receipt of the form] arrange a meeting at which all parties to the grievance will attend. The employee may be represented and accompanied at the meeting by a trade union representative or work place colleague.

The employee bringing the grievance or his/her representative will be given the opportunity to explain the nature of the grievance, submit verbal/written evidence and call appropriate witnesses.

The Head of the School will ask questions of the parties in attendance.

The Head of the School will consider all of the matters raised at the meeting and will issue a written decision within 10 working days. Copies of the decision will be sent to all of the parties.

## Grievance Involving the Head of the School

If the grievance relates to the Head of the School (but not as a result of any appeal heard at stages 2 or 3, above) the complainant may submit their grievance, on a grievance form, to the HR Director who shall convene a meeting of the Appeals Panel as soon as possible, and within 10 working days.

The Appeals Panel shall consist of three members of SIRM, other than the Head of the School, staff or student members, one of whom shall chair the panel.

All parties will be invited to attend the Panel with an acknowledged staff representative or work colleague of their choice if they so wish.

The Panel will have the right to ask questions of the parties in attendance.

The Panel will consider all the matters raised at the meeting and will issue a written decision, via the HR Director, within three working days. Copies will be sent to all parties. The decision of the Panel will be final.

If it is the Head of the School who has a grievance, then the HR Director is the person to whom the Head of the School refers as his or her line manager at Stage 1. If the grievance is not resolved at that stage the matter should be referred to a meeting of SIRM. If individual Members are the subject of the grievance such person(s) shall not sit with SIRM but may attend the hearing to present their case.

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## GRIEVANCE FORM

<b>Your Full Name</b>	
<b>Job Title</b>	

<b>Has this grievance been raised with your line manager through the informal stage of the grievance procedure?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
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<b>Please give a full outline of the nature of your grievance.</b>

<b>Please give details of any people directly involved:</b>	
<b>Full Name</b>	<b>Job Title</b>

<b>Remedy sought. (Briefly describe what you want to happen to resolve your grievance)</b>

Signature of Grievant: \_\_\_\_\_ Date: \_\_\_\_\_

Please send copies of this form as follows:

- Original copy - to be sent to your Director
- Copy - to be sent to HR
- Copy - to be sent to Line Manager

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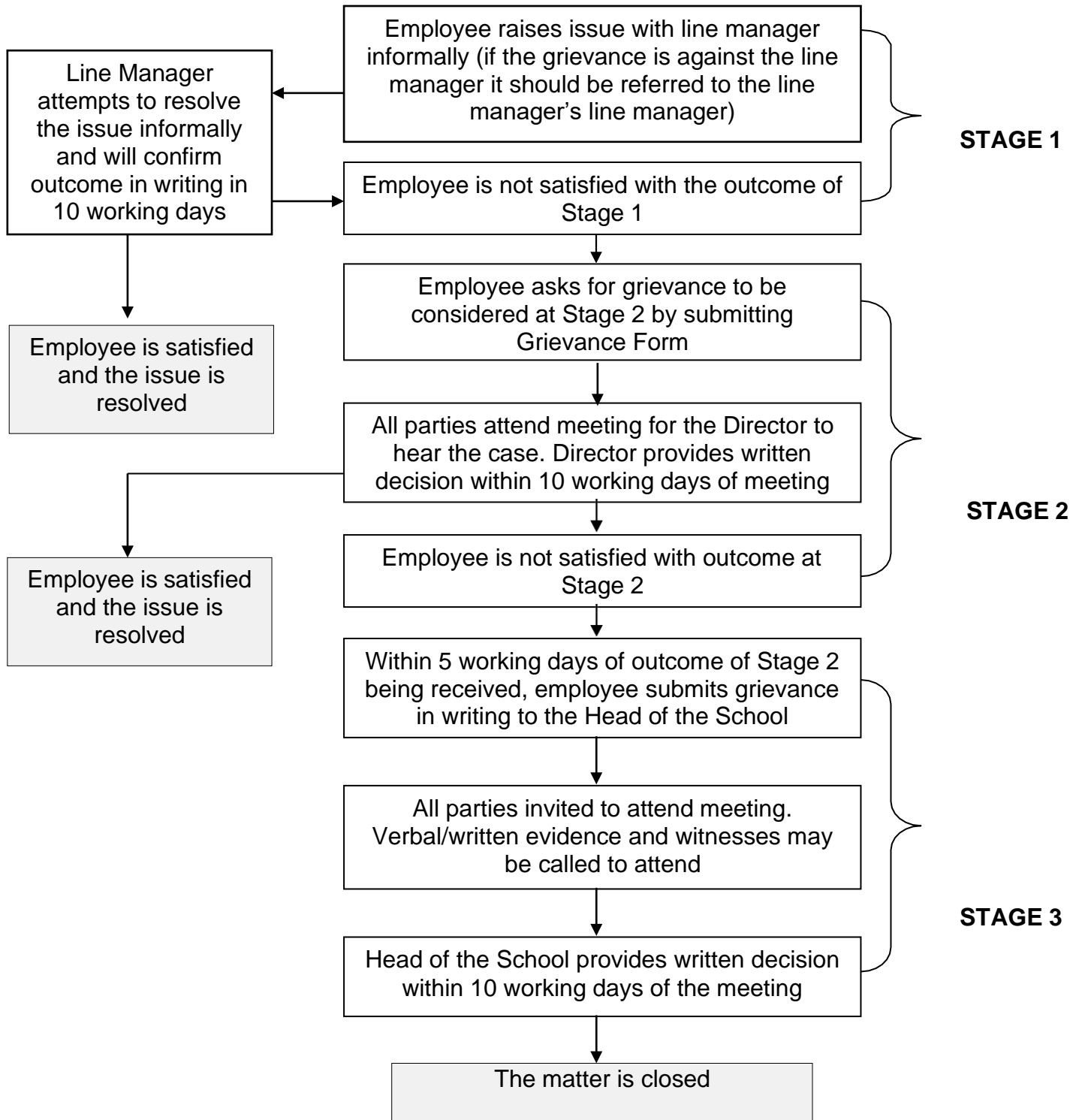
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## GRIEVANCE PROCEDURE FLOW CHART



The exception to this procedure is if the grievance is against the Head of the School