

THE UNIVERSITY OF BOLTON
THE INDIVIDUAL GRIEVANCE PROCEDURE

1. Introduction

The University of Bolton is committed to the promotion of equality, diversity and a supportive environment for all members of our community. Our commitment to equality and diversity means that this procedure has been screened in relation to the use of plain English, the promotion of the positive duty in relation to race, gender and disability and avoidance of discrimination.

The University wishes to establish a culture of professionalism, respect and a positive working environment for its entire staff. It recognises that from time to time circumstances may arise where employees could have concerns about, for example, their work, working conditions and working relationships with colleagues. In such cases an employee may wish to bring the issue(s) to the attention of the University in

attempt to resolve the grievance by informal means, then the formal procedure should be implemented as outlined below. A member of the Personnel Team will be in attendance at any meeting held under the formal procedure.

- 3.2.1.1 The grievance must be set out in writing (which can be done using the University's Grievance Form accompanying this procedure (see appendix A)) stating the nature of the grievance, any relevant dates/times and where appropriate witnesses, what, if any, informal methods have been used to resolve the situation and what the employee's desired outcome / remedy is.
- 3.2.1.2 An employee should raise a grievance with his/her immediate supervisor, unless the grievance is about this individual, in which case it should be raised to the next level of authority. The person dealing with the grievance will be referred to as the grievance officer. In instances where the grievance is against a direct report to the Vice Chancellor, the Vice Chancellor will nominate an appropriate individual to act as the grievance officer.
- 3.2.1.3 On receiving a written formal grievance, the grievance officer should consider carefully how to investigate the grievance. This should include a meeting with the employee raising the grievance who will have the opportunity to explain his/her grievance and a meeting with the employee against whom the grievance has been raised, having informed the person beforehand, if this is the nature of the grievance, and interviewing any witnesses if appropriate, and seeking such other information as the grievance officer requires.
- 3.2.1.4 The grievance officer should write to the employee who raised the grievance to invite him/her to a meeting to discuss the grievance as soon as practical to do so. The employee will be informed of his/her right to be accompanied by a work colleague or trade union representative at the grievance meeting. The grievance meeting should take place without unreasonable delay and usually within 15 working days after receipt of the written grievance.

against the decision if he/she is not satisfied with it. Any appeal must be lodged in writing with the Personnel Manager within 5 working days of the notification to be dealt with in accordance with paragraph 3.2.3 below.

3.2.2 Grievance against the Vice Chancellor

In the event the Vice Chancellor is personally the object of the grievance by virtue of his/her alleged conduct and not by virtue of the proper exercising of his/her authority as the Vice Chancellor of the University, the grievance may be submitted, formally, in writing, to the University of Secretary and Clerk to the Governors

Copies of correspondence from all stages of the grievance procedure will ordinarily (unless the issues raised are of a nature that requires otherwise) be kept on the employee's personal file for a period of 12 months.

3.4 Procedural Advice and Guidance

The Head of HR Strategy &

5. Other Related Policies, Procedures, Codes and Guidelines

Dignity and Respect at Work Procedures for Staff
Dignity & Respect Procedure – Formal Complaints
Grievance Form

Appendix A

GRIEVANCE FORM



Section A: To be completed by person making the grievance.

Name:

School/Centre/Service:

Line Manager:

Nature of Grievance include dates, times and any relevant witnesses (use separate sheet if necessary)

Desired Outcome (i.e. what action would you like the organisation to take)

Signed (Person Making Grievance):

Date:

Section B: To be Completed by Person Resolving the Grievance

Date Received:

Received By:

Date of Grievance hearing: