

Policy Title	Grievance Procedure
Responsible AIU Office (Higher Management/Directorate)	Higher Management/Directorate
Policy Owner (Executive Department/Office)	Director of Human Resources
Pertinent Dates	

I. INTRODUCTION

It is the policy of the University to ensure that all members of staff have access to a procedure to help resolve any grievances relating to their employment fairly and without undue delay. This does not prevent parties from attempting to seek resolution to grievances informally outside this procedure. Grievances may be concerned with a wide range of issues, including the allocation of work, working environment or conditions, the opportunities that have been given for career development or the way in which staff have been managed. The Grievance Procedure cannot be invoked in respect of dissatisfaction with the outcome of other procedures, or for matters where provision to appeal is made in other procedures.

II. SCOPE OF POLICY

- 2.1 This procedure applies to all staff academic and administrative.
- 2.2 This Policy is non-contractual and may be amended at any time.

III. DEFINITIONS

Conflict of interest is a private, personal or commercial interest which could influence or interfere with a person's objectivity.

Grievance is a concern, problem or complaint related to your work or workplace that is causing you disadvantage, harm or upset.

Respondent is an employee or worker who is being complained about.

A complainant/appellant or a person about whom a grievance had been raised.

Vexatious grievance is an unreasonable, groundless or untrue complaint or one which aims to cause difficulty for someone else rather than seeking a resolution to a problem.

Law Officer (legal affairs officer) The grievance manager: the person who handling is the management of employee dissatisfaction or complaints

IV. POLICY STATEMENT

The University is committed to providing a positive working environment where employees are treated fairly and with dignity and respect. We recognise that sometimes concerns and issues occur and you may need support to resolve them. This policy explains how to raise a grievance and the steps that will be taken to find a resolution as swiftly as possible.

V. RESPONSIBILITIES

- The person or panel who is dealing with the grievance on behalf of the University may, where appropriate, defer consideration of the grievance if other internal proceedings which are relevant to the substance of the grievance are pending or are in progress.
- Managers who are involved in dealing with grievances must consult with Human Resources at all stages in the procedure.

VI. POLICY STANDARDS AND PROCEDURES

1. Any steps under this procedure should be taken promptly unless there is a good reason for deferment or delay. However, in the interests of clarity, in this procedure guidelines have been set out regarding the timeframes that would normally be expected for the various stages of dealing with the grievance process. Whilst all parties should comply with these time limits, exceptionally, this may not always be possible and therefore it may be necessary to extend the time limits. Both parties should keep each other informed regarding any circumstances that are likely to result in delays.
2. The person or panel who is dealing with the grievance on behalf of the University may, where appropriate, defer consideration of the grievance if other internal proceedings which are relevant to the substance of the grievance are pending or are in progress.
3. Managers who are involved in dealing with grievances must consult with Human Resources at all stages in the procedure.
4. The procedure may be discontinued if it becomes impracticable for either party to continue with it. In any case the complainant will be informed in writing of the final outcome of their grievance.

5. Documentation arising from written grievances will be held on the complainant's personal file along with a record of any decisions taken, any appeal notice, the outcome of any appeal and other relevant documents compiled during the grievance process.
6. All grievance meetings and hearings will take place in private. All persons involved in the proceedings or receiving reports of the proceedings will keep their nature and content confidential except as required by law or for the purpose of taking advice.
7. There may be instances where it is inappropriate to share confidential or sensitive documents or information.
8. The procedures followed should not infringe or prejudice the rights of any person whose conduct is the subject of the grievance being brought.
9. Provided that a grievance is brought in good faith, a complainant should not suffer any victimisation or reprisals as a result of bringing the grievance if the grievance is not upheld.

Stage 1: Resolving grievances informally.

1. Most grievances can be resolved quickly and informally through discussion with the immediate manager. Accordingly, if a complaint arises, the University will normally expect the person with the grievance to attempt, as far as it is reasonably possible and appropriate, to resolve the grievance informally through discussions. This may involve speaking to the manager about their concerns, and, where appropriate, discussing those concerns with any person to whose conduct the grievance relates. It is expected that such informal resolution will be attempted before moving to Stage 2 of this procedure.
2. If it is inappropriate to speak to the manager, for example, because the complaint concerns them, then the matter should be raised informally with the Head of the Organisational Unit. If the grievance relates to the Head of the Organisational Unit, the complaints should be raised with another appropriate senior manager, or referred to Human Resources for advice, before following the formal procedure set out at Stage 2 below.

Stage 2: Resolving grievances formally.

1. The grievance must be put in writing and submitted to the manager or other appropriate senior manager.
2. The written grievance should:
 - state clearly that the grievance procedure is being invoked;
 - contain a brief description of the reasons for the complaint, including any relevant facts, dates, and names of individuals involved;
 - indicate what steps have been taken to try and resolve the grievance informally; and
 - indicate what outcome is being sought as a result of raising this grievance.

3 If, at any time, the complainant wishes to withdraw a lodged grievance, they must make their intentions known, in writing, to the manager 1. The University reserves the right to investigate the original complaint if it is considered to be in the best interests to do so.

Investigation and Meetings

Investigation

1. The manager receiving the grievance will be responsible for providing acknowledgement of receipt of the formal grievance and undertaking or commissioning an investigation by appointing another suitable manager if appropriate (the grievance manager). To avoid conflict of interest, any manager investigating a grievance will not have had previous involvement with the issue of complaint. The grievance manager will be responsible for determining the grievance.

2. The amount of investigation required will depend on the nature of the complaint. The investigation will be thorough, impartial and objective and will be carried out with sensitivity and respect both for the complainant and the person/s against whom they have made their complaint.

3. The investigation may include:

- interviewing the complainant, the person/s against whom the complaint has been made, any manager who has already been involved with earlier stages of the grievance and any witnesses if appropriate; and
- gathering relevant documentary evidence from the complainant and any other relevant individuals.

4. The complainant must cooperate fully and promptly in any investigation. This will include informing the grievance manager of the names of any relevant witnesses, disclosing any relevant documents and attending any investigative interviews. However, if, for any reason, they decide not to cooperate, the investigation may still continue.

5. The grievance manager may commence an investigation prior to holding a grievance meeting with the complainant. Should any investigation reveal further information that needs to be put to the complainant, it may be necessary to hold a further grievance meeting before reaching a decision.

Meeting

5. The complainant will be invited to a grievance meeting, which will normally take place no more than **ten** working days following receipt of the written grievance.

6. The complainant may be accompanied at any of the grievance meetings under this procedure

7. A member of Human Resources will also attend the grievance meeting. The purpose of their attendance is to support and advise the grievance manager to ensure that all the University's policies are complied with and to record the meeting.

8. The purpose of the grievance meeting is to enable the complainant to explain and discuss the grievance with the grievance manager. If the complainant is accompanied at the meeting, the representative may make representations and ask questions, but will not be permitted to answer questions on the complainant's behalf. The complainant may confer privately with their representative or work colleague at any time during the meeting by asking for an adjournment.

9. If the complainant has any evidence in support of their complaint that they wish to have considered they must ensure that it is provided to the grievance manager at the earliest possible opportunity and no later than three working days before the grievance meeting.

10. After the grievance meeting, the grievance manager will carry out such further investigations, if any, as they considers appropriate.

Stage 3 – Appeal Procedure

1. Appeals should be made in writing, within 10 working days of the date on which the decision was communicated in writing. The written appeal should include:

- full details of the grievance
- full details of the steps taken so far to resolve the grievance, including copies of correspondence with the manager who dealt with the grievance;
- grounds for the appeal, i.e. reasons for why the appellant is dissatisfied with the outcome of the formal stage of the procedure.

2. The appellant will receive at least ten working days' notice of the appeal hearing including copies of any relevant papers to be considered.

8.3. An appeal hearing will be held, where the appellant will have the opportunity to discuss the grounds of the appeal against the original findings. The appeal hearing will take place as soon as reasonably possible and normally no more than four weeks after receipt of the appeal notification and grounds for appeal.

4. The appeal hearing will be comprised of a panel of three persons who are independent of any previous involvement in the case.

5. A member of Human Resources will attend the appeal hearing. The purpose of their attendance is to support and advise the appeal panel, to ensure that all the University's policies are complied with and to record the meeting.

6. The procedure to be followed in preparation for and at the appeal hearing, including considering whether third parties associated with the grievance should be notified or attend, shall be at the discretion of the panel.

7. The decision of the appeal hearing will be notified to the appellant and their representative in writing, normally within ten working days of the appeal hearing.
8. This is the final stage of the formal procedure and there is no further right of appeal.

Attendance at Meetings

1. The complainant/appellant must take all reasonable steps to attend any meetings.
2. If the specified meeting time/date is not suitable, the complainant/appellant should inform this immediately and reasonable efforts will be made to agree an alternative time/date.
3. Where a date for a meeting has been agreed and the complainant/appellant is subsequently unable to attend due to an unforeseen reason, attempts will be made to try to agree a mutually convenient time and date on which to rearrange the meeting. However, if the complainant/appellant fails to attend the rearranged meeting, there is no obligation to rearrange the meeting for a second time and, depending on the circumstances, the meeting may proceed in the absence of the complainant/appellant or the University may decide to treat the grievance procedure as having been concluded. In all cases the complainant/appellant will be notified in writing of the outcome of that determination.

Vexatious Grievances

1. Provided that a grievance is brought in good faith, the complainant should not suffer any victimisation or reprisal as a result of bringing a grievance if the grievance is not upheld. Any such victimisation or reprisal would be considered to be a matter for disciplinary investigation. However, if, after any stage of this grievance procedure has been concluded, it is the view of the grievance manager/Appeal Panel that a complaint had no merit and was raised in bad faith, the grievance may be rejected and may form the basis for disciplinary action to be taken against the complainant/appellant.
2. If this is the case, it will be set out in the letter to the complainant/appellant which notifies the outcome of the grievance/appeal. Any proposed disciplinary action will be dealt with in accordance with the University's Disciplinary Procedure.

VII. FORMS/INSTRUCTIONS (if applicable)

VIII. APPENDICES (if applicable)

VIII. RELATED POLICIES

VIV. CONTACT INFORMATION

VIII. REFERENCE

Grievance Procedure, *The University of Manchester*

Triggered by:	Dr. Reda Adel Elazab	10.4.2022	Dr. Reda Adel Elazab
Created by:	Dr. Reda Adel Elazab	10.4.2022	Dr. Reda Adel Elazab
Revised by:	Name	Date	Sig.
Approved by:	Name	Date	Sig.