



INTRODUCTION

St Catherine's College aims to maintain a working environment where good working relationships enable the resolution of difficulties through normal management and staff discussion. However, the College recognises that from time to time informal resolution may not be possible, and that employees may wish to seek formal redress for any grievances relating to their employment.

This document outlines some general principles and guidelines in relation to the informal and formal ways for staff to raise issues within the workplace. It does not form part of the contract of employment between a member of staff and the College, but instead represents a suggested approach that the College hopes will enable workplace issues to be resolved quickly, fairly and effectively.

The following policy will take effect from 1 May 2009.

PROCESS

1. An individual employee who has a grievance not related to the application of disciplinary procedures (such matters are reserved absolutely for the disciplinary appeals procedure), but on any other matters concerned with terms and conditions of employment should discuss the matter informally with their immediate supervisor in the first instance.
2. (a) If the matter is not resolved to the satisfaction of the member of staff by informal discussion with an immediate supervisor, the employee must inform the Home Bursar of the nature of the grievance in writing.

Where it is not appropriate to address the grievance to the Home Bursar, the employee should send a written statement of their grievance to the Master.

Where an employee has difficulty expressing themselves because of language or other difficulties, they may like to seek help from a Trade Union representative or from a work colleague.

- (b) Having received the written record of the grievance, the College will notify the member of staff in writing that a formal meeting will be held to discuss the matter further. The employee should be informed of the date, time, place, nature and purpose of the meeting.

They should also be informed of the right to be accompanied by a Trade Union representative or a work colleague. The College reserves the right to deny an employee's request to be accompanied where such a request is unreasonable (e.g. where the presence of the companion might prejudice the hearing, or where the companion may have a conflict of interest).

It is important to ensure that the timing of the interview provides a reasonable opportunity for the College to review the facts of the case, and consider its response to the information given in the notice of a formal grievance.

- (c) The employee must take all reasonable steps to attend the meeting.
- (d) Where appropriate, the meeting may be adjourned in order to enable the Chair to make further investigation of any matters arising during the meeting.
- (e) After the meeting, the member of staff will be informed in writing of the College's decision in response to the grievance, and will be notified of their right to appeal against the decision if they are not satisfied with it.

3. (a) If the employee wishes to appeal against the Home Bursar's decision, they may appeal to the Master (or a Fellow appointed to act for him) in writing within 5 working days of having received the Home Bursar's decision, and should state in writing the reason for their appeal. The employee will then be invited (in writing) to attend a further meeting. They should be informed of the date, time, and place of the meeting, and must also be informed of the right to be accompanied.
 - (b) The employee must take all reasonable steps to attend the meeting.
 - (c) After the meeting, the employee will be informed in writing of the College's final decision in response to the grievance.
4. If the foregoing procedures have been exhausted without a settlement of the grievance, the matter may be referred by the mutual agreement of the College and the member of staff to conciliation through the offices of the Advisory, Conciliation and Arbitration Service (ACAS), or as otherwise mutually agreed.

GENERAL

The College will review this policy regularly - taking into account developments in the law and practice - and will publish any amendments. The policy may be amended at any time at the College's sole discretion.

April 2009