

## GRIEVANCE POLICY

### POLICY STATEMENT

1. Jesus College aims to create a working environment in which all employees can freely raise any concerns relating to their employment and seek a resolution promptly, fairly and informally wherever possible. Where informal resolution is not possible, the grievance procedure exists to provide a means to achieve formal resolution. The emphasis of this policy is on problem solving and mediation rather than confrontation or an adversarial process.

### PURPOSE AND SCOPE

2. The policy is for College employees. It does not cover self-employed contractors and temporary agency workers, if they have a complaint connected to their work within the College this should be raised with their agency and the Director of Human Resources.
3. This policy and procedure applies to any complaint connected to the individual's employment with College and may include, but is not restricted to:
  - application of terms and conditions of employment;
  - health and safety;
  - data protection;
  - professional relationships at work;
  - new working practices/organisational changes; and
  - equal opportunities/diversity issues.
4. The policy does NOT apply to any complaint which is covered by a specific process in another employment policy or procedure such as:
  - harassment and bullying;
  - recruitment;
  - appeals procedures in other policies such as Disciplinary.

### PRINCIPLES

5. The following principles apply:
  - managers and individuals will try to resolve problems informally and deal with them at the earliest opportunity;
  - confidentiality will be maintained at all times by everyone involved;
  - this policy will be applied objectively regardless of any of the protected characteristics as set out in the Equality Act;
  - the intention of this policy is not to apportion blame but to resolve grievances objectively, sensitively, consistently and fairly. This takes into account the fact that employment issues are not necessarily clear cut and responsibility cannot always be decisively established;

- managers will make decisions based on the 'balance of probabilities', meaning they will consider, having weighed up the evidence, whether it is more likely than not that the complaint has been substantiated;
- the College will assume that all grievances are raised in good faith. In the unlikely event that a complaint is frivolous, malicious or vexatious, the employee raising the grievance may be subject to disciplinary action;
- As a general rule, employees may not raise a grievance anonymously as this hampers consideration of the case. In exceptional circumstances where an employee has a genuine fear of the consequences of being identified as the complainant, they should contact the Director of Human Resources for advice.

## OUTCOMES

6. The outcomes of this policy are that:
- managers are aware of the procedure to deal with work related complaints and do so effectively;
  - employees are aware how to formally raise a work related complaint and there is trust that they will be dealt with appropriately; and
  - work related complaints are resolved without recourse to the formal procedures, wherever possible.

## MONITORING AND REVIEW

7. Human Resources will monitor all grievances.
8. A formal review of this policy and procedure will take place regularly.
9. This policy does not form part of employees' terms and conditions of employment and may be subject to change at the discretion of management.