

GRIEVANCE PROCEDURES

1. Procedure for Conducting Grievance Resolution Meetings

- 1.1 The appropriate manager shall hear the grievance.
- 1.2 The manager conducting the grievance meeting will usually be accompanied by Human Resources representative who will advise them on the legislative and contractual context and of agreed practice in The College in resolving grievances. The Human Resources representative will be present when the manager conducting the grievance meeting is deliberating on their decision, but will not be part of the decision making process.
- 1.3 The employee [or his/her Union representative or work colleague] shall put the case in the presence of the person against whom the grievance has been raised, (the management representative) and may call witnesses.
- 1.4 The manager hearing the grievance may decide it is appropriate to have another employee (usually a manager), who has been involved in the issue that led to the grievance present. For the purposes of this procedure, where this is the case, the grievance meeting should progress as detailed in 1.5 - 1.12. For all grievance hearings, the process in paragraphs 1.12 - 1.15 must be followed.
- 1.5 The management representative shall have the opportunity to ask questions of the aggrieved employee and any witness(es).
- 1.6 The manager shall have the opportunity to ask questions of the aggrieved employee and any witness(es).
- 1.6 The management representative shall make a response in the presence of the aggrieved employee and may call witnesses.
- 1.8 The aggrieved employee shall have the opportunity to ask questions of the management representative and any witness(es).
- 1.9 The manager shall have the opportunity to ask questions of the management representative and any witness(es).
- 1.10 The aggrieved employee [or his/her Trade Union representative or work colleague] shall have the opportunity to sum up the case.
- 1.11 The management representative shall have the opportunity to sum up his/her response.
- 1.12 The aggrieved employee [and his/her Trade Union representative or work colleague] and the management representative shall withdraw.
- 1.13 The manager shall deliberate with the Human Resources representative, only calling the complainant [and his/her Trade Union representative or work colleague] and the management representative to clear points of uncertainty on information already given. If recall is necessary, both parties are to return, notwithstanding only one party is concerned with the point requiring clarification.

- 1.14 The manager will indicate his/her decision to both parties, in writing, within **five working days** of the hearing.
- 1.15 In the absence of a written reply within **ten working days** of the hearing, or if the complainant is still dissatisfied, he/she [or his/her Trade Union representative or work colleague] may give notification within a further **five working days** that he/she wishes to progress to the next stage of the Procedure.

2. Notes

- 2.1 Witnesses will withdraw after giving evidence but may be recalled.
- 2.2 Both the employee and the management representative (if present) may be accompanied and/or represented, by a Trade Union Representative or a work colleague, at any stage.
- 2.3 If it is the intention of the employee to produce any written evidence at any stage of this procedure this should be supplied to the manager who is to conduct the meeting at least **two full working days** prior to the meeting. In normal circumstances a copy of any written evidence will be provided to the management representative prior to the hearing-
- 2.4 No new evidence may be tabled at the grievance hearing.

3. Grievance Resolution Meeting with the Principal

- 3.1 Where appropriate, the Principal will hear the grievance at any stage of the process.
- 3.2 The Principal will hear the case within **fifteen working days** and notify all relevant parties of the decision in writing within ten working days of the hearing.

4. Grievance Resolution Meeting with the Board

- 4.1 Where appropriate, the Clerk to the Corporation will arrange for a panel of three Board members to hear the grievance within **twenty working days** of notification by the aggrieved employee.
- 4.2 The Board will notify all relevant parties of their decision in writing within **ten working days** of the hearing.
- 4.3 The decision of the Corporation is final and there shall be no further internal right of appeal.