PROCEDURE FLOWCHART

GRIEVANCE FOR ACADEMICS & STAFF LEVEL 4+ (ORDINANCE 3.12)

**Informal Resolution stage**

Raise matter as a grievance under the informal resolution stage of the grievance procedure

Meeting(s) and resolution seeking

Actions aimed at addressing the grievance

**Formal Resolution stages**

**Stage 1**

Raise grievance in writing to Stage 1 manager

Investigation by Stage 1 manager or nominee

Stage 1 manager meeting with MoS (complainant)

Complainant notified of findings and any actions or recommendations

**Stage 2**

Appeal against Stage 1 outcome in writing to Director of HR

If Stage 1 manager’s finding was that the grievance is frivolous, vexatious or invalid, appeal heard by a manager of appropriate seniority

If Stage 1 manager’s finding is upheld

Final decision and complainant notified of outcome

**Grievance panel hearing**

If Stage 1 manager’s finding is overturned

Final decision and complainant notified of outcome

Issue which cannot be resolved as part of normal day-to-day management process and discussion

Normally to line manager

Line manager, complainant and other members of staff as appropriate to the circumstances and nature of the grievance

May include mediation

Issue which has not been resolved by informal resolution stage actions

Normally Dean or his/her nominee or Head of Professional Service

State what actions taken under previous stage and why these have not resolved the issue

MoS (complainant) informed of investigation and anticipated timescales

May be investigated under other procedures if applicable

Note: This diagram represents an overview of the procedure. Please refer to the Ordinance itself for the full procedure and to Human Resources or the HR website for further guidance. See also related policies on bullying and harassment for further advice and sources of support.