



## **STAFF GRIEVANCE PROCEDURE**

BY LAW of

**CHESTER STUDENTS' UNION**

Passed at Trustee Board on  
25 November 2019

## **1. Introduction**

- 1.1 This procedure applies to all staff and elected officers. It provides the employee with the means to both raise and seek to resolve individual grievances relating to their **employment, other employees** (including their managers) and/or the Trustee Board.
- 1.2 By setting out clear stages, the procedure is designed to ensure that grievances are dealt with confidentially, quickly and fairly.
- 1.3 The overall intention therefore is to ensure that minor matters do not develop into major issues and that employees have a recognised and known procedure for dealing with such matters.
- 1.4 Whilst not a requirement, Line Managers are strongly advised to seek advice and support from University of Chester Human Resources.
- 1.5 Examples of possible grievances includes: terms and conditions of employment, health and safety, work relations, bullying and harassment, new working practices, working environment, equal opportunities.
- 1.6 A grievance about a matter over which the employer has no control will not be dealt with by the Grievance Procedure.

## **2. Informal Procedure**

- 2.1 Employees should attempt to resolve the problem verbally through normal day to day interaction and by making a direct approach to the member of staff involved. If this is unsuccessful, the employee should contact the Line Manager who will work with the employee to resolve the grievance informally.
- 2.2 If the grievance relates to the Line Manager, the employee should contact the next Senior Line Manager or Trustee Board.
- 2.3 If the matter cannot be resolved by the above means, or if the grievance is such that it is not possible or it is inappropriate to resolve the issue on an informal basis, then the formal procedure will be invoked.

## **3. Formal Procedure**

- 3.1 The employee shall submit a written statement as to the nature of the grievance to their Line Manager.
- 3.2 The Line Manager will investigate the matter fully, within 10 calendar days of receiving the written statement.
- 3.3 If the investigation requires meetings with any employees, they have the right to be accompanied by a Trade Union Representative or a work colleague from the Union.
- 3.4 Once the investigation has concluded, the Line Manager will meet with the employee to give their response to the grievance. This will be confirmed in writing within 5 calendar days, and notify them of the right of appeal against the decision if they are not satisfied with it.

## **4. Appeal**

- 4.1 Employees may appeal the decision of the Line Manager by writing to the CEO within 5 calendar days of receipt of the outcome. The appeal must be on one of the following grounds:
  - 4.1.1 Perceived unfairness of the judgement.
  - 4.1.2 New evidence coming to light. The reasons why this evidence was not made available to the original Hearing must also be given. The Union reserves the right to refuse the appeal where insufficient reason is given.
  - 4.1.3 Procedural irregularity.
- 4.2 If the CEO decides there are grounds for appeal, they will investigate the matter fully, within 10 calendar days of receiving the written statement.
- 4.3 If the CEO decides there are no grounds for appeal, they will write to the employee stating the reasons.
- 4.4 If the investigation requires meetings with any employees, they have the right to be accompanied by a Trade Union Representative or a work colleague from the Union.
- 4.5 Once the investigation has concluded, the CEO will meet with the employee to give their response to the grievance. This will be confirmed in writing within 5 calendar days, and notify them of the right of appeal against the decision if they are not satisfied with it.
- 4.6 The decision of the appeal hearing shall be final, and a written conclusion shall be sent to each party within 5 calendar days.

## **5. General Points**

- 5.1 In the absence of the CEO, a manager nominated by them will deputise, or the Trustee Board.
- 5.2 Where the matter is concerning the CEO, the grievance will be directed to the Trustee Board.
- 5.3 If a grievance is not dealt with by the appropriate manager within the specified time limit, the employee shall have the right to proceed to the next state of the procedure, unless mitigating circumstances prevented the manager from dealing with the grievance.
- 5.4 If the employee fails to comply with the time limit, the procedure will cease and the grievance considered settled or withdrawn unless it is agreed that the failure was not the fault of the employee. Management and the employee can agree that in particular instances the time limits should be extended and by how long.
- 5.5 The timings may be adjusted if the grievance is made at the end of a term and is raised by, or about, a term time employee.