



COLEG POWYS

GRIEVANCE PROCEDURE

June 2006

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This procedure shall apply to all members of staff other than "holders of senior posts" as defined in the College's Articles of Government. The procedure aims to help to resolve individual grievances in a manner which is as fair and expeditious as possible. It is the College's policy to find a solution to individual grievances as early in the procedure as possible.

Employees who have a grievance or those against whom a grievance is raised have the right, to be accompanied by an acknowledged staff representative or a work colleague of their choice.

- Stage 1**
- (a) If an employee has a grievance relating to his/her employment, the matter should be raised initially with the employee's immediate supervisor/line manager. The grievance should be raised orally in the first instance although the complainant may be requested to put it in writing. In the event that the grievance relates to the immediate supervisor/line manager who would normally deal with a grievance at this stage, the grievance should be referred to the immediate supervisor's/line manager's own manager.
 - (b) The supervisor/line manager will attempt to resolve the complaint informally. He/she shall invite the complainant to attend a meeting to discuss the grievance and will advise the complainant of his/her decision within five working days after the complaint is received.
 - (c) The decision will normally be communicated to the complainant orally. In the event that the complainant does not find the decision acceptable, he/she may request that the supervisor/line manager provide a written decision.
 - (d) If, upon receipt of the written decision, the complainant is still dissatisfied with the decision, he/she may progress the grievance to Stage 2 within five working days.
- Stage 2**
- (a) If the grievance has not been resolved at Stage 1, the complainant may refer the grievance upwards by obtaining a grievance form from the Personnel Officer. The complainant must complete the form by providing full details of the complaint and then forward the completed form to the Personnel Officer at the Newtown site. The grievance will then be referred to an Assistant Principal nominated by the College.
 - (b) The Assistant Principal will, as soon as possible and in any event within ten working days of receipt of the form, arrange a meeting at which all parties to the grievance will attend.
 - (c) The Assistant Principal will have the right to ask questions of the parties in attendance.
 - (d) The Assistant Principal will consider all of the matters raised at the meeting and will issue a written decision within ten working days. Copies of the decision will be sent to all of the parties.

Stage 3

- (a) If the complaint is not resolved to the satisfaction of the employee at Stage 2, the grievance may be submitted, in writing, to the Principal within ten working days of receipt of the decision reached at Stage 2.
- (b) The Principal will consider the grievance and may be supplied with all of the documentation submitted in relation to the earlier stages of the procedure.
- (c) The Principal will issue and send to all parties, copies of a written decision within fifteen working days of receiving the grievance in writing. Such decision will be final.