



Christ Church Students' Union

GRIEVANCE PROCEDURE

Officer Champions	Students' Union President
Staff Champions	Chief Executive Officer Head of Business & Development
Approval bodies and dates passed	Board of Trustees - 7th September 2026
To be reviewed by	September 2029

1. POLICY STATEMENT

2. WHO IS COVERED BY THE POLICY?

3. PERSONNEL RESPONSIBLE FOR THE POLICY

4. WHAT IS A GRIEVANCE?

5. EARLY RESOLUTION

6. WRITTEN GRIEVANCE

7. MEETING

8. APPEALS

1. POLICY STATEMENT

- 1.1. Christ Church Students' Union ("the Union") is committed to providing a positive working environment that is free from harassment, bullying, and intimidation, and ensuring all staff are treated, and treat others, with dignity and respect.

2. WHO IS COVERED BY THE POLICY?

- 2.1. This Policy is for directly employed staff, regardless of length of service.
- 2.2. This Policy does not apply to agency workers or self employed contractors
- 2.3. This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

3. PERSONNEL RESPONSIBLE FOR THE POLICY

- 3.1. The Chief Executive Officer has overall responsibility for the effective operation of this Procedure, but has delegated day-to-day responsibility for overseeing its implementation to the Head of Business & Development.

4. WHAT IS A GRIEVANCE?

- 4.1. A grievance is any formal concern, dissatisfaction, complaint, or dispute raised by an employee regarding their employment, working conditions, work environment, treatment by colleagues or management, or the application of organisational policies and procedures.
- 4.2. A grievance may arise from any aspect of employment, including but not limited to:
 - 4.2.1. Working conditions and environment - concerns regarding health and safety, workload, resources, or physical working conditions.
 - 4.2.2. Terms and conditions of employment - issues involving pay, hours of work, contractual duties, or statutory entitlements.
 - 4.2.3. Interpersonal conduct - allegations of unfair treatment, harassment, discrimination, bullying, or conflict with managers or peers.

- 4.2.4. Policy and organisational changes - disagreements regarding the implementation, interpretation, or enforcement of company policies, procedures, or structural reorganisations.

5. EARLY RESOLUTION

- 5.1. We aim to resolve concerns as close to their point of origin and as promptly as possible. Addressing issues early helps prevent escalation and supports positive working relationships.
- 5.2. Many workplace concerns can be settled quickly and constructively by having an open conversation with the person involved. Taking this step early often prevents issues from escalating and helps maintain positive working relationships. It's about finding common ground, not assigning blame. If you feel comfortable, consider arranging an informal discussion to talk through the concern in a relaxed setting. You don't have to do this alone - if you'd like advice before starting the conversation, you can speak to a senior manager.
- 5.3. If you've tried to resolve the issue yourself or feel that a direct conversation isn't appropriate, your line manager is usually the next point of contact. Managers are well placed to understand the team context and can often help address concerns quickly and informally.
- 5.4. Your manager should listen to your concerns, explore what's happened and work with you (and others, where applicable) to restore positive working relationships. This might include facilitating a conversation between you and the other person/people, or agreeing simple changes to how you work together. The focus should be on constructive dialogue and moving forward.
- 5.5. If the aforementioned approaches have not resolved the issue, your line manager, or another senior manager may suggest alternative approaches ahead of a written grievance. These approaches may include such interventions as a facilitated conversation, or mediation.

6. WRITTEN GRIEVANCE

- 6.1. If the aforementioned approaches have not resolved the issue then a written grievance may be appropriate.
- 6.2. You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager, you may submit it to the Head of Business & Development. If your grievance concerns the Head of Business & Development, you should submit it to the Deputy Chief Executive.
- 6.3. The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so it can be investigated.

7. MEETING

- 7.1. We will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.

- 7.2. You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.
- 7.3. If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- 7.4. We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- 7.5. We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

8. APPEALS

- 8.1. If the grievance has not been resolved to your satisfaction, you may appeal in writing to the Chief Executive Officer, stating your full grounds of appeal, within one week of the date on which the decision was communicated to you.
- 8.2. We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a more senior person within the Union, where possible, who has not previously been involved in the case. This person may be a trustee. You will have a right to bring a companion as previously.
- 8.3. We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

DOCUMENT INFORMATION	
Document Title	Grievance Procedure
Document Owner	Chief Executive Officer
Version	1.0
Approval Body	Board of Trustees
Date Approved	07/09/2026
Link to previous versions	N/A