

## Grievance Procedure

This procedure applies to all staff excluding the Vice Chancellor and members of the Executive Management Team of the University, for whom separate arrangements apply. Individuals who feel that they have been treated unfairly have the right to express their grievance. Personnel will advise parties about the procedures including at which stage the grievance should be heard.

### IMPORTANT NOTE:

It should be noted that the grievance procedure cannot be initiated as a means of interrupting any disciplinary process.

At each stage of the grievance procedure, the individual may be represented by a friend, who may be a Trade Union representative or a University colleague, and may call witnesses if required. All documentation, including witness statements to be presented as evidence, must be circulated to all parties, via Personnel, prior to the hearing.

Whenever practicable, a hearing will be arranged within 10 days of each and every stage of request.

It is the responsibility of the individual, with their representative, to present a complete case, including all relevant information and witnesses, to whichever stage of the procedure has been arranged to hear the grievance. If the individual wishes to appeal against the decision reached at such a hearing then this can be achieved by requesting that the grievance is referred to the next stage of the procedure. However, new evidence, including witnesses, cannot be heard by a subsequent hearing.

In the event that new evidence, including witnesses, has come to light which was not available for the individual at a first hearing, then the first hearing will be reconvened for the original Chair to consider the implications and effects of the new evidence.

Notes of the grievance hearing at an earlier stage can, if requested, be made available to all parties dealing with the subsequent stage.

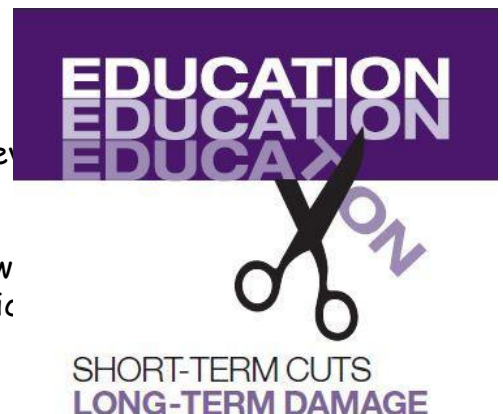
In normal circumstances, the individual should always try to resolve the matter with his/her immediate manager/supervisor in the first instance. If the matter is too personal to discuss with the immediate manager/supervisor, the individual may wish to talk with a member of Personnel who will provide advice on how to proceed.

The procedure is as follows:

### STAGE I

If the matter has not been resolved informally, a formal grievance is referred to Personnel.

As soon as practicable, a grievance hearing will be arranged with the manager. All parties will be given at least 5 working days notice.



this is waived by mutual consent. The outcome of the hearing will be confirmed to all parties, in writing, within 5 working days of the hearing.

## **APPEAL**

If the individual wishes to appeal against the decision made at stage I of the procedure, then this must be notified, in writing, to Personnel, within 7 working days of the date of written confirmation of the stage I decision.

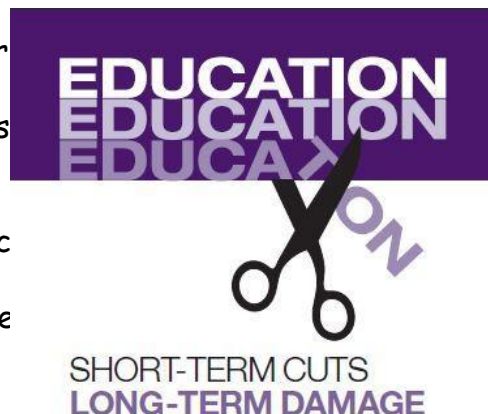
## **STAGE II**

As soon as is practicable, a grievance hearing will be arranged with the Vice Chancellor, or a member of the Executive Management Team as nominated by the Vice Chancellor and acting with the full delegated authority of the Vice Chancellor.

(NOTE: Appeal against a regrading outcome should be dealt with as an appeal in the context of these procedures.

## **PROTOCOL FOR HEARING GRIEVANCES: STAGE I AND APPEAL**

1. The Chair will confirm to the parties the nature of the grievance, as notified by the individual concerned, and will clarify the stage of the grievance procedure at which the grievance is being heard.
2. The Chair will inform the aggrieved employee of their right to be represented at the hearing should they arrive unaccompanied.
3. The Chair will ask the aggrieved employee to present his/her case in support of the grievance, and to introduce any witnesses in support of their grievance.
4. The Chair may ask questions of the employee and/or his/her witness(es).
5. The individual against whom the grievance has been raised may question the employee and/or any witness(es). It may, in certain circumstances, be appropriate for this individual to be represented, should they so wish.
6. The Chair will ask the manager to respond to the grievance, and to introduce any witness(es) in support of the response.
7. The Chair may ask any questions of either the manager or the employee.
8. The employee may question the manager or any witness in support of their response.
9. The Chair will ask the employee to summarise his/her case.
10. The Chair will ask the manager to summarise his/her response.



UNISON Liverpool John Moores University Branch  
c/o: Andy Beech  
Rodney House  
70 Mount Pleasant  
Liverpool, L3 5UX  
0151 231 3566



11. The Chair will then adjourn the hearing to consider the evidence that he/she has heard, and may at this stage choose to seek evidence or advice from other parties. Should this be the case, all parties will be informed as to the nature of the enquiry. The Chair will be accompanied by an Personnel adviser.
12. The Chair will announce his/her decision, either by calling the parties together or in writing, and, where appropriate, confirm the next stage in the procedure to be followed if the employee still wishes to pursue the grievance.

The outcome of the hearing will be confirmed in writing and to all parties within 5 working days.

