The formal stages of the Grievance Procedure for Support, Research, Teaching & Scholarship and Casual Staff

Employees are encouraged, where possible, to try to resolve grievances informally in the first instance.

Grievance Statement
- Aggrieved employee sets out full reason for grievance and how they think it could be settled in writing
- Aggrieved employee sends statement to Manager & HR

Normally submitted within 10 working days of the grievance incident or unsatisfactory resolution of an informal grievance (e.g. 1st February)

↓

Invitation to Grievance Hearing
- HR invite the aggrieved employee to a grievance hearing

↓

Grievance Hearing
- Conducted by Manager with advice from HR
- Aggrieved employee and their representative attend
- Employee who is subject of the grievance & their representative attend
- Witnesses and Note taker also attend

Normally arranged within 10 working days of receipt of the grievance statement (e.g. 15th February)

The date of the grievance hearing (e.g. 8th March) allows the Respondent 5 working days to provide a written response (e.g. 22nd February) and for document bundles to be circulated 5 working days before the hearing (e.g. 1st March)

↓

Notification of outcome of Grievance Hearing
- Manager will confirm outcome of grievance hearing and decision in writing
- Aggrieved employee informed of right of appeal

Normally within 5 working days of the grievance hearing (e.g. 15th March)

↓

Appeal Statement
- Aggrieved employee writes to HR stating their full grounds of appeal with supporting documents

Submitted within 10 working days of receipt of notification of the Grievance Hearing outcome (e.g. 29th March)

↓

Invitation to Appeal Hearing
- HR will invite the aggrieved employee to an appeal hearing

Normally arranged within 10 working days of the receipt of the notification to appeal (e.g. 12th April)

↓

Manager's response to the Appeal Statement
- The Manager who conducted the hearing, will prepare a statement in response to the Appeal Statement

↓

Appeal Hearing
- Conducted by a more senior Manager, advised by HR
- Aggrieved employee and their representative attend
- Employee who is the subject of the grievance may attend
- Note taker and possibly witnesses attend

The date of the appeal hearing allows the Manager 5 working days to provide a written statement (e.g. 22nd April) and for document bundles to be circulated 5 working days before the appeal hearing (e.g. 29th April)

↓

Notification of outcome of Appeal Hearing
- Appeal Manager will inform the aggrieved employee of the outcome and decision of the appeal hearing in writing

Normally within 5 working days of the Appeal Hearing (e.g. 7th May)