



ST. STITHIANS COLLEGE STAFF GRIEVANCE PROCEDURE

INTRODUCTION

1. To provide a process whereby the grievances of individual employees or small groups of employees can be resolved as near to their point of origin, as quickly as possible. Employees are required to state what outcome they desire to resolve the grievance through the process.
2. A grievance can be described as any dissatisfaction, or feeling of injustice, on the part of an employee, or group of employees, in connection with his/ her/their work situation, which is brought to the attention of management.
3. Grievances exclude any appeal against disciplinary action, which is dealt with in terms of the disciplinary (appeal review) procedure.
4. The key purpose of the Grievance Procedure is to establish a structured and formal communication channel through which employees may bring *bona fide* grievances to management's attention.
5. Every effort will therefore be made to resolve the grievance at the earliest stage, close to its source, and as quickly as possible.
6. All employees are free to submit grievances with the absolute assurance that their standing with the College will not be prejudiced by their submission of a grievance.
7. All employees, irrespective of their position, seniority or service, are encouraged to utilise this procedure to seek to address their concerns.
8. Please note that the grievance procedure in any current and valid Recognition Agreement will apply to union members.

PROCEDURE

9. Grievances must be raised within 5 working days of the occurrence that gave rise to it, unless there are special circumstances that may cause a delay in which event the extended time period may be condoned.
10. Any employee raising a grievance may be assisted by a fellow employee during the process.
11. In the case of a group of employees raising a grievance, a maximum of two employees must be elected as the group's spokespersons.
12. Grievances in terms of this procedure must be raised in accordance with the stages listed below. By agreement, these stages may be reduced or extended if the individual circumstances warrant it.

STAGES IN GRIEVANCE PROCEDURE

Informal Discussion

13. Parties to any grievance should in the first instance, and wherever possible, resolve grievances informally i.e. with their direct superior and / or involved colleagues, before 'escalating' the issue to the formal level.
14. Wherever possible, an employee shall immediately first raise their grievance orally (informally) with their manager. Their Manager must investigate the matter and respond personally to the employee's grievance within five working days.

Formal Grievance

15. Should the grievance not be resolved informally within five working days to the employee's satisfaction, it may be pursued further by the employee by the completion of a grievance form (please see attached).

16. The grievance form should then be (re)submitted to the employee's line manager.
 - 16.1 If the grievance is against the Head specifically, the Grievance should be submitted to the Rector
 - 16.2 If the grievance is against the Rector, the Grievance should be submitted to the Chairman of Council.
17. The employee's line manager shall acknowledge receipt of the grievance form and shall arrange a grievance hearing.

Grievance Hearing

18. This hearing shall be convened, wherever possible within a period of five further working days of receipt of the grievance form and be conducted by the appointed chairman in conjunction with the employee and the relevant manager(s),
19. If there are other employees who are involved in the grievance, arrangements must be made by the chairman for relevant witnesses to be available to give evidence,
20. If required by the employee, a fellow employee representative (who is willing to assist the aggrieved employee) shall also be present. Any evidence led during such a grievance hearing and any statements provided shall be duly recorded in writing by the convener.
21. At the grievance hearing the chairman will hear evidence from relevant parties, will frankly discuss the matter with all the parties, and will attempt to facilitate an appropriate resolution of the grievance.
22. The chairman will advise all hearing attendees that he/she will consider the evidence and confirm the College's decision as to how the grievance may best be resolved. The hearing is then adjourned and all participants advised that a written decision will be made and communicated shortly (wherever possible within three working days).

GRIEVANCE DECISION AND COMMUNICATION

23. The hearing chairman will consider the evidence heard during the hearing, and conduct any further investigation necessary to arrive at a decision. He/she will state the decision arrived at in writing on the grievance form.
24. The chairman may consult with advisors or College Council members prior to making his/her decision. The decision so reached shall be final.
25. Copies of the completed grievance form must be provided to the employee, their representative and his/her manager. The original grievance form shall be placed in the employee's personnel file once the matter has been dealt with.

NON-RESOLUTION AND REFERRAL

26. Grievances that are unresolved, after the completion of the above procedure, may be referred by the aggrieved employee to an appropriate, external authority.
27. Employees are urged not to refer any matter to the CCMA, or any other third party, before exhausting the grievance procedure's provisions, and having first made proper use of all internal structures or alternatives to amicably resolve their grievance. Legal representation for any party at grievance hearings is discouraged as this may unnecessarily complicate or extend practical discussion of the issues and finding a practical solution.

Approved & adopted by the College Executive Committee: 08/06/2009
1st Amendment approved by email resolution by the College Executive Committee:
19/09/2011
Author: Kim Urquhart

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..... (attach additional pages / notes if necessary)

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Date

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Signature (Convener / Head)

Does the employee agree with the decision / resolution (indicated above)? Yes / No

If no, indicate employee's reasons:

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..... (attach additional pages / notes if necessary)

Further comments by employee:

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Date

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Signature (Employee)