



University of London Grievance Procedure

1. Introduction

1.1

The Central Academic Bodies and central activities of the University of London ("the central University") recognises the importance of maintaining harmonious and good working relationships and the contribution this will make in supporting delivery of a high quality service to internal and external customers of the central University.

1.2

The central University is committed to providing a fair and effective mechanism for handling grievance issues and this procedure sets out the guiding principles for ensuring that grievance issues are dealt with in a fair, prompt and consistent way across the central University.

1.3

All employees have the right to seek resolution for grievances/disputes either on an individual or collective basis. This procedure provides information to employees detailing how to raise a grievance, and outlines how it will be dealt with by the central University.

2. Scope

2.1

This procedure applies to all employees of the central University, University staff deployed to Health Education England and where a grievance/dispute involves an academic member of staff, this should be read alongside [Ordinance 20](#). It does not apply to agency workers, or those with a contract for services.

2.2

Where an individual discovers information which he or she believes relates to malpractice/wrongdoing, it may be more appropriate for the matter to be raised under the Public Interest Disclosure ('whistleblowing') policy.



2.3

This procedure will not apply in instances where a case has previously been raised and/or seen through to appeal via another procedure.

3. General Principles

3.1

Most problems at work can be resolved informally at an early stage. Where this is not possible the



If you have a disability (as defined by the Equality Act 2010) then arrangements for any formal meeting under this procedure will include consideration of any requirements for reasonable adjustments.

3.5

You are not permitted to use any form of electronic recording device during any meeting under this procedure. Should the central University later find that any recording devices were used, this will be regarded as a serious breach of trust and confidence and you may be subject to disciplinary action.

4. Raising a Grievance

4.1

If you are an employee of the central University and have a grievance relating to:

- your work;
- your working conditions;
- your pay and benefits;
- your working hours;
- treatment by your colleagues or your manager(s);



4.3

If you initiate the Grievance Procedure the matter will be addressed as confidentially as possible. However, where your complaint is against a member of staff (referred to as 'the respondent')



attend the meeting, the meeting may be postponed for up to five working days from the date of the original meeting, to ensure your companion can attend.

5.5

Following the meeting, HR will send the meeting notes to the Stage 1 Reviewer for agreement. Once agreed by the Stage 1 Reviewer, a copy of the notes will be circulated to you for review.

5.6

Following the formal grievance meeting, the Stage 1 Reviewer will confirm the outcome to you in writing, normally within five working days of the meeting. Where the Stage 1 Reviewer requires further time to investigate/consider your grievance this will be advised to you in writing, along with an estimate of the additional time required.

5.7

The written outcome will include the Stage 1 Reviewer's decision in relation to your grievance. Their options are to uphold your grievance in full or in part, or to dismiss your grievance. The outcome may also include one or more recommendations, and, if your grievance is not upheld, will outline your right of appeal. Where the complaint is against another member of staff, and there is sufficient evidence to suggest that there is a case for them to answer, proceedings may be initiated under the Disciplinary Procedure.

5.8

Where your complaint is deemed by the Stage 1 Reviewer to be potentially vexatious or malicious, the central University reserves the right to instigate proceedings under the Disciplinary Procedure. Complaints considered to be vexatious or malicious would include those that appear, through reasonable investigation, to have been made in bad faith or without merit or foundation, for the purposes of causing harm or disadvantage to the respondent or the institution.

6. Stage 2

6.1



You may appeal the decision of the Stage 1 Reviewer if you believe you have sufficient grounds to do so. The purpose of the appeal is for the original decision to be reviewed by another manager, in order to ensure that nothing was overlooked at Stage 1.

6.2

Your appeal should be made in writing to Human Resources within five working days of you receiving the outcome of Stage 1. It should clearly outline the grounds for your appeal, and why you feel they apply in the circumstances. Appropriate grounds for appeal would include the following:

The procedure was not followed

Certain evidence was not adequately considered by the Stage 1 Reviewer ☐

Substantial new evidence or information is now available

Disagreement with the decision made by the Stage 1 Reviewer is not in itself sufficient grounds for appeal.

6.3

On receipt of your appeal, a suitably competent Stage 2 Reviewer will be appointed to hear your appeal. The Stage 2 Reviewer will not have been involved in the case previously and will, where reaso

