

# Royal College of Music

## Staff Grievance Procedure

*It is the College's policy to ensure that any member of staff who feels they have a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible.*

*A grievance is a concern, problem, complaint or issue raised by a member of staff concerning their employment*

*If you have a grievance about your employment or your employment situation, where you can, you should first discuss it informally with your line manager or immediate supervisor. We hope that the majority of concerns will be resolved at this stage.*

### Application and scope

1. This procedure will apply to grievances brought by members of staff in relation to matters affecting them personally as individuals (and should be read in conjunction with the College's Behaviour at Work Policy) where:
  - it has not been possible to resolve the grievance informally (with a line manager or immediate supervisor or with another member of staff in his or her place) or
  - the issues raised are sufficiently serious to make informal resolution inappropriate.
2. This procedure will cease to apply after the contract of employment of the member of staff bringing or seeking to raise a grievance has terminated, irrespective of the reason.
3. A member of staff bringing a grievance may withdraw the grievance at any stage.
4. At any stage the person(s) dealing with the grievance may, at his/her/their discretion, defer consideration of the grievance pending further investigations and/or the outcome of other relevant issues.

### General Provisions

5. Members of staff whose grievance is considered under this procedure have the right to be accompanied and represented at any meeting by a trade union representative or work colleague. The member of staff's chosen companion can take a note of the proceedings, address the meeting/hearing, respond on behalf of the member of staff to any views expressed at the meeting and confer with the member of staff but may not answer questions on his/her behalf or prevent the line manager (or other College representative as appropriate) explaining his or her position.
6. Members of staff should make every effort to attend meetings, as requested. Where a member of staff is repeatedly unable or unwilling to attend a meeting without good cause, the College will may make its decision on the evidence available to it.
7. It is expected that all staff involved in this process will maintain the confidentiality of the process and of College documents. Any breach of confidentiality by the member of staff may be treated as a disciplinary offence. This is subject to an individual's right to seek and obtain appropriate confidential legal advice or make a disclosure under the Public Interest Disclosure Act 1998 or otherwise as required by law or any statutory authority.

### The Procedure

8. The member of staff will set out the full details of his or her grievance in writing (including any relevant facts, dates and names of individuals involved) to his or her line manager. If

the grievance concerns his or her line manager, the member of staff should write to the Directorate member responsible for that department/area. If the grievance concerns the Directorate member responsible for that department/area, the member of staff should write to the Director of Operations or to the Director (if the grievance concerns the Director of Operations) or to the Chairman of Council (if the grievance concerns the Director).

9. The member of staff will provide further written amplification or clarification on any aspect of the grievance if requested at any time to do so.
10. In some, especially complex, cases it may be appropriate to appoint an investigator who has had no prior involvement with the grievance to carry out an investigation.
11. The person in receipt of the grievance, as set out in paragraph 8 (or his or her nominee), ('the manager'), will without unreasonable delay write to invite the member of staff to a meeting to discuss the grievance. Members of staff and their representatives should make every effort to attend the meeting. This meeting will normally also involve a Directorate member and/or a member of HR staff.
12. The meeting may be adjourned if there is a need to carry out a further investigation.
13. The manager chairing the meeting may arrange for a representative from HR to attend to take a note and to be a witness to what is said at the meeting. In certain cases the manager may arrange for an interpreter. The manager may also make reasonable adjustments for a member of staff who is disabled or his or her companion.
14. After the meeting and without unreasonable delay the member of staff will be informed, in writing by HR, of the decision in relation to the grievance and the reasons for that decision. Where appropriate, the member of staff will be informed of what action will be taken to resolve the grievance. The member of staff will also be informed of his/her right of appeal.

#### **Appeals**

15. The member of staff will have the right to appeal against any decision under this procedure. The grounds of appeal must be in writing and sent to the Head of HR within 10 working days of the date of the decision letter.
16. The appeal will be heard without unreasonable delay at a time and place that will be notified to the member of staff in advance. The member of staff will be reminded of his /her right to be accompanied.
17. The appeal will be heard by a panel comprising one or two independent members of Council, appointed by the Chairman or the Deputy Chairman of Council. The appeal will consider the grounds of the appeal; it will not be a full rehearing of the grievance.
18. The decision following the appeal will be notified to the member of staff in writing without unreasonable delay and will be final and cannot be further appealed internally.

**Policy approved by RCM Council - 16 July 2009**