

Staff Grievance Policy

1. Introduction

AFG College with the University of Aberdeen is committed to ensuring that staff co-exist harmoniously and that any differences arising in the course of their work are resolved amicably. Every employee is entitled to have their grievances heard, using the outlined procedure and this policy will be made available to all.

2. Purpose

The purpose is to:

1. Provide a mechanism for employees to raise any concerns that they may have in the workplace which may be having a negative impact on them.
2. Outline the relevant procedure for the process and to assign individual responsibilities for each of these steps to ensure that all aspects are carried out in a fair, transparent and timely manner.

This policy comes into effect from 31st January 2023 and supersedes all the previous information/procedures related to grievances.

3. Application

Our HR Department is responsible for ensuring:

- All staff are aware of the grievance policy
- Advising employees who wish to lodge a grievance
- Ensuring that grievance policy related activities are carried out by appropriately trained colleagues
- Arranging mediation where appropriate
- Providing advice to the Principal (or designate) about the outcome of the grievance

Our HR Department and if required delegated authorities shall be responsible for mediation to arrive at a satisfactory solution and confirms any decision/proposed action to the employee. This policy will be applied to all staff who are employed by AFG College with the University of Aberdeen.

4. Procedure

1. An employee who wishes to raise a grievance shall first report the grievance to their direct supervisor who shall attempt to resolve it informally if possible. But if the Direct Supervisor is involved in the grievance, the grievance shall go to a member of the Senior Leadership Team (SLT) who is not involved in the issue that has been reported.
2. The grievance may be initially reported verbally, but if it cannot be resolved informally, it should be submitted in writing using the template provided in Appendix A.
3. The concerned Department Head or Principal shall address the issue verbally or in writing (depending on the seriousness of the matter) within five (5) working days in consultation with the HR Manager / Partner. Copies of the concerned Department Head or Principal's response(s) should be sent to the HR Manager / Partner who shall ensure they are enclosed within the Employee File.
4. If the matter is not resolved to the satisfaction of the employee, the employee may appeal in writing to the Department Head or Principal to further investigate and to make a decision in writing.
5. If the matter is not resolved to the satisfaction of the employee and the grievance involves the Department Head or Principal, the employee may present the matter to the Al Faleh Group CEO in writing. The decision of the CEO will be final.
6. The complainant may choose to be accompanied by a colleague from AFG.

A flow chart summarizing the process is shown in Appendix B

5. Grievance Factors

Grievances can be in relations to various factors. Since an exhaustive list of all these factors cannot be made, they have been highlighted as below.

- **Acts against the AFG Professional Code of Conduct Policy.**
- **Harassment**

Harassment is defined as 'unwelcome and unreciprocated advances, requests for favors, and other verbal, written or physical conduct which results in the individual feeling threatened or compromised in any way, including but not limited to insulting, intimidating or discourteous conduct, as well as derogatory jokes or comments relating to race, colour, religion, gender, age, disability or national origin".

Harassment usually falls into three main categories; verbal, non-verbal and physical. Some examples are as follows:

1. Verbal
 - Language of a suggestive or explicit and abusive nature
 - Unwanted propositions
 - Questions or comments of a personal nature
 - Jokes or comments of a sexual or explicit nature
2. Non-verbal
 - Staring/leering
 - Offensive publications
 - Offensive letters/memos/emails
 - Offensive gestures and signs
 - Unsolicited and unwanted gifts

It is the responsibility of the Line Managers as appropriate and the HR Manager and/or HR Partner to take any actions considered necessary to ensure good working relationships which may include the transfer of either one of the parties involved in the harassment allegations to other duties.

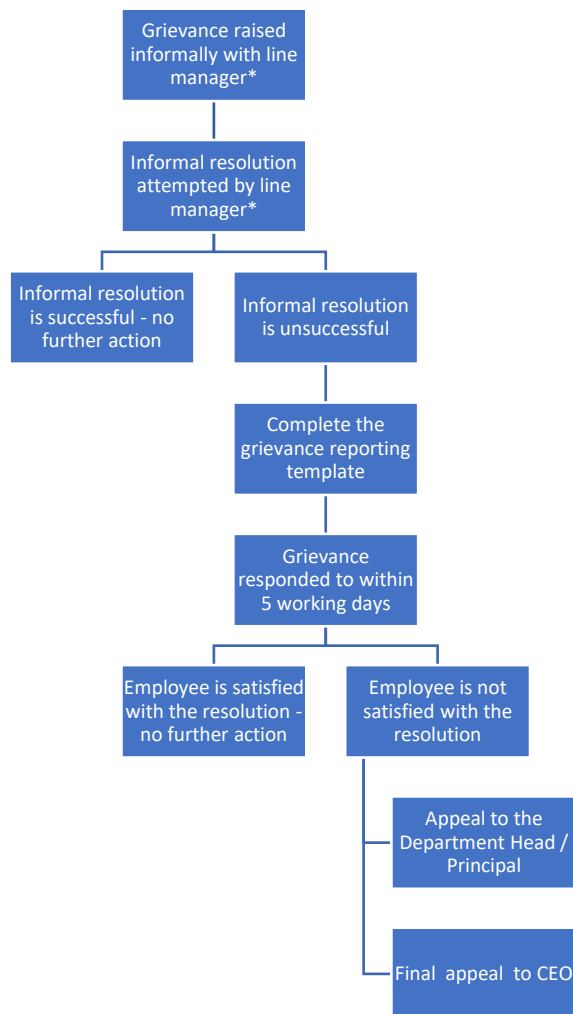
After full investigations, disciplinary action may be taken against any staff which has been proven to have harassed another.

Appendix A: Grievance Reporting Template

Name of person submitting the grievance:	
Date of completion of this template:	
Name(s) and job title(s) of the person/group that this grievance relates to:	
Name and job title of the line manager and/or member of SLT who the grievance has been discussed with as part of informal resolution stage:	
Details of the grievance:	
Please provide details of any informal resolutions that have been offered.	
Details of supporting information/evidence:	
What resolution are you seeking?	

Appendix B

Grievance Process



*If line manager is the subject of the grievance, it should be discussed with a member of the AFG College SLT