



GRIEVANCE POLICY

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1. POLICY

- 1.1 This policy sets out the format for raising and resolving an individual's work based grievance. Grievances shall be attended to fairly, transparently, without undue delay and by the first appropriate level of management.
- 1.2 A grievance is a serious concern, issue or complaint that an employee raises with their employer about their work, working conditions or relationships with colleagues.
- 2.2 Complaints of bullying or harassment are managed in conjunction with the Dignity at Work and Discipline and Appeal Policies.

2. PROCEDURE

- 2.1 The vast majority of grievances and complaints are best resolved informally in discussion with the employee's immediate line manager. All employees must seek to meaningfully engage in attempts to resolve matters informally in the first instance. Where this cannot be achieved, grievances shall be dealt with under the formal grievance procedure.
- 2.2 Where the grievance is against the immediate line manager, the matter should be raised with a more senior manager. The Human Resources department can be contacted for advice about the process.
- 2.3 At formal grievance meetings, the employee has a right to be accompanied by a fellow employee or suitably trained trade union representative. Refer to the Academy's "Right to Be Accompanied" policy for further information.
- 2.4 Deliberately vexatious grievances without foundation may result in disciplinary action being taken against the employee.

3. FORMAT

- 3.1 The format that a grievance shall follow is:

- 3.2 Step 1: Statement of grievance

The employee must set out the grievance in writing, stating:

- i) the details of the grievance
- ii) the desired outcome of the grievance
- iii) how this will be achieved

- iv) persons the employee expects to be included as part of the resolution process

The grievance must normally be submitted to the line manager who shall consult with the Human Resources department, as appropriate.

In exceptional circumstances (e.g. where the grievance is about the line manager) the grievance could be submitted to a more senior manager or the Director of Human Resources.

3.3 Step 2: Meeting

The line manager will invite the employee to a meeting to discuss the formal grievance, ideally within five days of receipt of the written grievance. Employees must take all reasonable steps to attend the meeting. The employee should attempt to clarify the grievance as clearly as possible and detail the desired resolution. The employee will be informed of the decision and any subsequent outcomes, which will be confirmed in writing, along with any right to appeal.

3.4 Step 3: Appeal

Should the employee wish to appeal the decision, the grounds / reasons for doing so must be given in writing to the Head of Department or a more senior manager where appropriate, within 5 days. A meeting will be held by a member of management unconnected to the original grievance hearing. The hearing will consider the grievance and any additional information given relevant to the grounds of the appeal. The result of the appeal will be notified to the employee and confirmed in writing as quickly as possible.

4. **STAGES IN THE GRIEVANCE PROCEDURE**

4.1 Stage 1 – Informal

- Employees should initially discuss their grievance or complaint with their immediate line manager, with a view to agreeing on a solution informally.
- The manager and employee should meet to discuss the matter as quickly as possible.
- The line manager will endeavour to resolve the grievance as quickly as possible and shall inform the employee of their decision accordingly.
- Should the grievance take longer than expected to resolve, the employee shall be given an explanation for the delay and informed when a response shall be expected. Most grievances can be resolved at this stage.

4.2 Stage 2 – Formal

- After all reasonable attempts to resolve the grievance at Stage 1, the employee may raise the matter formally with their manager or a more senior manager / Head of Department if appropriate.
- On receipt of this request the manager / Head of Department should arrange to hear the grievance as soon as possible. At the meeting the employee may wish to be accompanied by a fellow employee or appropriately trained trade union representative. Human Resources will attend the meeting and notes will be taken.
- Following the hearing the manager or Head of Department should respond to the grievance in writing as soon as possible, detailing the outcome and actions resulting from the meeting, giving the reasons for this and advising of the right to appeal the decision.

4.3 Stage 3 – Formal Appeal

- Where the matter cannot be resolved at Stage 2, the employee may make a written request for a meeting with the Deputy Principal, detailing the grounds for appeal and desired outcome.
- On receipt of such a request, arrangements will be made to hear the grievance as quickly as reasonably possible and without undue delay.
- The employee will be permitted to present their case at a hearing and will have been informed of their right to be accompanied.
- The decision of the Deputy Principal will be given to the employee and confirmed in writing as soon as possible but not later than 5 working days after the hearing. Decisions may include upholding the original decision in full, partially or overturning the original hearing outcome.
- A decision at this stage is final.

4.4 If a grievance is brought against a member of the Senior Management Team, the Deputy Principal will hear the grievance. Subsequently, an appeal shall be heard by the Principal.

4.5 Records of the grievance will be kept confidentially, in accordance with the provisions of General Data Protection Regulation (GDPR).