

## GRIEVANCE PROCEDURE

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The object of the grievance procedure is to enable members who consider they have a grievance or complaint arising from their membership of the organisation to have it dealt with at the nearest appropriate level within as short a time as possible. Anyone wishing to use this procedure can do so freely and without prejudice to his/her position in the organisation. It applies to all members, irrespective of position or grade.

At all stages of the grievance procedure you may be accompanied by a fellow member of your choice. Each step of the grievance procedure will be processed without unreasonable delay.

### **Step 1**

1. In the first instance all grievances must be submitted in writing to the office where the Secretary will make such consultations as are necessary, and manage the resolution.

### **Step 2**

2. Every opportunity will be given for your grievance to be stated and thoroughly discussed. You will be invited to attend a meeting to discuss your grievance, and appropriate further investigation may take place. After the meeting, you will be informed of the result, and what further action will be taken where appropriate. A decision will be given within 10 working days of the meeting unless further investigation is required or where this has been extended by mutual consent. If you are not satisfied with the response, you can appeal against the decision in writing within five working days of being informed of the outcome of the grievance.

3. If the matter is not resolved to your satisfaction within a reasonable time, you should put this in writing.

### **Step 3**

4. If you wish to appeal, you will be invited to a further meeting. This will be heard by a three-person appeals committee, where this is reasonably practicable. You will have the right to be accompanied [providing you notify the organisation of this intention in advance so the individual's membership can be verified] and to make submissions for consideration.

5. After the appeal meeting, you will be informed of the organisation's decision. This decision is final and the grievance procedure is exhausted following this stage.

*\*The term 'Member' is inclusive of both Student members and Instructor members.*

