

Grievance Procedure for Lecturing Staff

Version Control History

Version Number	Date of Change	Summary of Revisions Made
1.0	July 2026	New National Procedure for implementation from 01 August 2026

Grievance Procedure for Lecturing Staff

1. Introduction

The aim of this Model Grievance Procedure is to provide minimum procedural guidelines for UHI Perth in support of the National Grievance Policy.

Grievances may generate records and documentation, and these will be managed in line with related legal requirements.

2. Timescales

A formal Grievance process may have an impact on the health and wellbeing of you and any other member of staff directly involved in the matter. Therefore, it is important to progress the process within a reasonable timescale.

Timescales should be specified, agreed and adhered to unless there are exceptional circumstances, for example, the availability of key individuals and/or operational (business) reasons.

It is essential that any delays to timescales are communicated to you and other involved parties as soon as possible. Further information can be found here [Acas Code of Practice on disciplinary and grievance procedures | Acas](#).

3. Early Resolution

When you have a problem or concern at work, the first step is usually an informal conversation to try to resolve the issue. This gives UHI Perth a chance to address problems or concerns before they escalate.

If you raise a problem or concern informally with your line manager, you should be clear that this is an informal matter. Your line manager should meet with you in private and listen to you. They may need to carry out a fact-finding exercise into the matter, making sure the matter is kept confidential. If you feel that your problem or concern at work cannot be resolved using any of these options, or if you have tried them and remain dissatisfied with the outcome, you have the right to proceed to a formal grievance.

Managers will note what they discuss with you and after the meeting they should send you a note to confirm what was agreed. If the matter is resolved at this stage, then managers should not keep these notes any longer.

If you do not feel it is appropriate to speak to your line manager, you should try to speak to a more senior manager.

Other examples of ways to informally resolve a problem or concern at work can include joint mediation, facilitated conversations, advice or talking to a trusted colleague or your trade union official. HR may also provide advice and support to managers and employees.

Mediation is a confidential form of alternative resolution and is entirely optional to you and all involved parties. It can be used at any time during or after the Grievance process. Mediation is only useful if all parties agree to attend mediation.

Mediation can only be facilitated by a trained and/or accredited mediator, independent from the matter to be discussed.

If you do not feel your problem or concern at work can be resolved using any of these options or you have tried and things still cannot be resolved, you can consider raising a formal grievance.

4. Formal Grievance

The formal grievance procedure begins when you notify your line manager or a more senior manager about your concern at work. This could be verbal or via a grievance letter. If it is a letter, you should detail the nature of your concern, such as:

- a) Who it involves.
- b) When any incident(s) occurred.
- c) Any relevant evidence
- d) Details of steps taken informally (if any).

It is always helpful to notify UHI Perth as soon as possible after the event and/or incident(s) otherwise it is harder to properly investigate the matter and for people to remember all the details of what happened.

Your notification should also include your suggestion for a resolution wherever this is practicably possible.

A manager who is impartial, trained and has the authority to make decisions will be appointed to ensure the formal grievance procedure is managed and if necessary, investigated.

They are referred to in this procedure as the 'appointed manager' and will have no other involvement in the matter (for example they are not a witness to any events) and have no interest in the outcome of any meeting.

4.1 Support

Raising a grievance can be an emotive and difficult thing for you to do. If it is about a workplace problem or concern involving a colleague or colleagues, this may be a difficult time for them too.

However, the grievance can also be a positive process that supports finding resolutions in the workplace, to improve working conditions moving forward.

UHI Perth encourage everyone involved in the grievance process to seek support throughout. Trade Unions have expertly trained representatives who have experience of supporting workers through processes such as the grievance and would be an excellent source of support for any trade union member.

There is always support available through the college's Employee Assistance Programme, HR, Trade Union Representative and through your GP.

Time given for companions to support those raising a grievance in early resolution and formal grievances will be agreed locally.

4.2 Conflict of Interest

A conflict of interest can be defined as a set of circumstances that creates a risk that professional judgement or actions regarding one interest will be unduly influenced by another interest. If you have concerns about a conflict of interest about anyone involved in the formal Grievance process, you should raise this with the Human Resources representative dealing with the case to be addressed on a case-by-case basis.

4.3 Informing Other Members of Staff

If your grievance directly relates to another member or members of staff, it may be necessary for UHI Perth to inform them about your grievance to assist with any subsequent investigations. If there are significant concerns about the health and safety of anyone directly involved in the grievance process, this will be carefully considered at this point.

4.4 Grievance from an Ex-Employee

If you raise a grievance within 6 months of leaving UHI Perth you must put this in writing. Your grievance will follow the same process outlined in these procedures. There may be exceptional circumstances where the 6-month period is extended.

5. Grievance Hearing

The manager receiving your formal grievance must advise the Human Resources team that they have received your formal grievance. Your grievance will be acknowledged in writing within two working days of receipt.

The appointed manager then needs to invite you to a grievance hearing, giving you at least five working days' notice. UHI Perth want to sort things out as quickly as possible, so will try to hold the hearing within seven calendar days of receiving the grievance. If there is going to be a delay, you will be advised of the reason for the delay.

You can be accompanied to the hearing by a companion. You need to arrange this and let the manager know before the hearing.

You do have the option to request that the hearing takes place without your attendance. Should you choose to do this you will need to confirm that you are happy to be notified of the outcome either verbally or in writing within the timescales outlined in section 7.

You should come to the grievance hearing ready to talk about your concerns as fully as possible, with a view to finding a resolution.

During the hearing your grievance will be discussed and you may be asked questions to make sure there is a good understanding of your problem or concern. If appropriate, you may be asked for the names of any witnesses who might be able to give further information.

The appointed manager should have someone appropriate with them to take notes. When requested by you, the appointed manager, or your companion, a HR procedural advisor may also attend the hearing.

After the hearing, everyone present will be asked to read and sign the notes to make sure they are an accurate reflection.

5.1 Conduct of the Hearing

At the hearing, the manager hearing the grievance will:

- a) Make introductions and explain roles.
- b) Explain the purpose and format of the hearing.
- c) Outline the complaints and potential outcomes of the grievance.
- d) Confirm with all that they understand the process and are satisfied with the arrangements.

The employee who has raised the grievance will outline the allegations and can call witnesses, to be questioned by you (or your companion) and/or the manager hearing the grievance, if required.

In some circumstances, the person whom the grievance relates to will also attend the hearing simultaneously, if agreed by all parties, and if not can attend separately, to respond directly to the allegation/s via questions from the employee (or their companion) and/or the manager hearing the grievance.

The manager hearing the grievance can ask questions of all parties. The employee (or their companion) will be requested to sum up their case.

5.2 Rearranging the Grievance Hearing

If you or your companion cannot make the grievance hearing you should tell the appointed manager as soon as possible letting them know dates and times they can make, and the manager will try to rearrange it for a time that works for everyone.

If you do not turn up for the hearing without telling the appointed manager in advance, the hearing will be rearranged. If you do not turn up for the rearranged hearing the matter will be considered closed and you will receive written notification to advise you of this decision. There may however be exceptional circumstances where the hearing will be rearranged once more. Any rescheduled meetings will usually be within a week of the original meeting time.

6. Grievance Investigation

A grievance will result in at least a fact-finding exercise for the appointed manager, usually before the grievance hearing, and may often require a fuller investigation and a written report. This may include interviewing other involved parties, but your grievance will stay confidential as far as possible.

The purpose of carrying out an investigation is to gather all relevant facts relating to the matter, in an objective, prompt and impartial manner. Conducting an objective and thorough investigation ensures that everyone involved is given an opportunity to explain the circumstances, provide any mitigating factors and ensure that all relevant facts are considered.

6.1 Establishing Information

If there is any doubt in the information, the appointed manager will try to seek corroborating information from other sources. If no information is available, the appointed manager will highlight this in their Grievance Investigation Report.

7. Grievance Outcomes

After completing the investigation and any hearing, the appointed manager will write to you to confirm the outcome. This will normally be within 10 calendar days of the grievance hearing.

If this is going to take longer because there is a need to carry out further investigation, you will be advised in writing.

The outcome letter will include a copy of the notes from your grievance hearing.

The possible outcomes are:

- a) **Grievance not upheld** – If the appointed manager does not find evidence to support your grievance, the outcome letter will explain why the grievance has not been upheld and address each of the issues you raised.
- b) **Grievance fully upheld** – If the appointed manager finds evidence to support your grievance, the outcome letter will explain the steps that they or UHI Perth will take to resolve the issue.
- c) **Grievance partially upheld** – If the appointed manager finds evidence to support

some of the problems or concerns issues raised by you, the letter will address and explain their decision on each issue.

For outcomes **b)** and **c)** – the outcome will include reference to your own suggested resolution and how this will be incorporated or if your suggested solution cannot be incorporated the response will detail why this decision has been made.

If the grievance was about the behaviour or actions of other members of staff and the grievance was not upheld, the appointed manager will let them know that the matter will not be taken any further. The appointed manager may make recommendations as an outcome which may include, facilitated conversations, training, and mediation, and may trigger other formal processes, but this list is not exhaustive.

8. Retaining a Record

Where there is an allegation that arises directly from or because of a grievance that involves a vulnerable adult or child being put at risk or abused, the grievance investigation and related information will be retained in line with legislation.

9. Appeals

If you feel the grievance outcome is wrong or unjust, you have the right to appeal. You must submit an appeal in writing within 10 working days of receipt of the decision. The appeal should always be conducted by a person senior to the person whose decision or conduct the grievance relates to, up to and including the Board of Management.

You will be sent all documentation relevant to the grievance in order to assist you to prepare for the appeal.

The appeal hearing will not normally be a full re-hearing of the case unless there has been a procedural error. The outcome of the appeal hearing will confirm or amend the grievance outcome.

An Appeal Manager will be appointed and will inform you in writing of their final decision within five working days of the appeal hearing.

The decision of the Appeal Manager is final, and there is no further right of appeal.

Further information about appeals can be found [here](#).