



UTC Cambridge Fair Treatment Policy

Lead member of SLT: HR/Business Manager
Designated Governor: Chair of Governors

Legislation

Acas Disciplinary and Grievance procedures 2009
Equality Act 2010

Associated documentation

UTC Cambridge Equality and Diversity policy
UTC Cambridge Disciplinary and appeals policy

UTC Cambridge Vision

UTC Cambridge: Delivering Future Scientists

UTC Cambridge Mission

Through an innovative curriculum, developed with leading scientists from industry and academia, UTC Cambridge builds bespoke learning solutions delivered in a state of the art science and technology environment that empowers students to manage their academic and career development.

UTC Cambridge Values

We set ourselves challenging goals, are agile and resilient, to achieve our personal best.
By respecting one another we enhance our experience and benefit from different perspectives.
We take individual responsibility, ensuring team delivery.
By respecting our environment, our world, we make a difference.
We celebrate positive contribution and aspire to excellence.
We are morally and ethically responsible in scientific and environmental innovation.

Contents

Aim
scope
Raising a Fair Treatment
Grievance Meetings
Appendix 1 – Informal complaint form
Appendix 2 – Formal complaint form

Review date: July 2017

Aim

Scope

2. 2.0 The purpose of this policy is to set out the process that should be followed when a UTCC employee feels they have been treated unfairly relating to his/her work. Any UTCC employee has the right to complain if they feel they are being treated unfairly however minor their complaint may seem to others. It is important that all complaints are taken seriously.

Raising a Fair treatment

3. 3.0 If the employee has a grievance s/he should raise this with his/her line manager in the first instance. If this is not appropriate the employee should raise the grievance with the HR department or another appropriate manager.

3.1 There are two processes for dealing with a concern or complaint, these are:

- Stage 1 – Informal
- Stage 2 – Formal

3.2 The informal process is most effective when employees raise issues early. Many cases have been successfully resolved at an early stage without recourse to the formal process or the matter turning into a more serious disciplinary issue. Employees are encouraged to use the informal procedure rather than immediately choosing the formal route. The line manager may choose to use the informal complaint form (appendix 1) to capture the complaint. There may, however, be situations where the formal procedure is triggered without prior use of the informal process i.e. where the complaint is considered to be complex or where it is the complainant's choice to proceed in that way.

3.2 If the grievance is not resolved, or the employee is not satisfied with the action that is taken from the informal meeting, the employee can raise a formal grievance. To do this the employee should put the grievance in writing or use the formal complaint form, (appendix 2) and send the letter to his/her line manager or other manager if it is not appropriate to send the grievance to the line manager.

Grievance Meetings

4. 4.0 After receiving the grievance letter the manager will arrange a meeting with the employee to discuss the grievance in more detail. The purpose of the meeting will be to gain a full understanding of the issues and to try to resolve the issues. The employee can be accompanied by a colleague or trade union representative at the grievance meeting. If the employee is aged under 18 years or has a disability that affects the ability to understand the grievance meeting, the employee can be accompanied by an appropriate carer.

4.1 At the grievance meeting the employee will be asked to explain the grievance to the manager who will suggest a solution at the meeting. In some situations the manager will have to go and investigate the matter further. In this case the meeting will be adjourned and reconvened when the manager has obtained the additional information.

4.2 Following the meeting the manager will confirm in writing the action that s/he has decided to take in response to the grievance. If the employee is not satisfied with the proposed action s/he can appeal. The appeal must be in writing, state the grounds on which the employee wishes to appeal and must be submitted within five days of the receipt of the letter confirming the outcome of the grievance hearing.

4.3 The employee will be invited to an appeal hearing. Wherever possible this will be held by a manager more senior than the one who chaired the grievance meeting. The employee has the same right to be accompanied at the appeal meeting. The outcome of the appeal hearing will be confirmed in writing and will be the final outcome within UTCC procedures.

Appendix I.

Confidential
Informal complaint form

Name of complainant:
Manager:
Department:
Date complaint was raised:

1. **Details of the alleged unfair treatment:** please continue on a separate sheet if necessary

2. **Please outline how you think this situation could best be resolved:**

3. **Do you feel the complaint has been addressed** **Y/N**

Complainant Signed**Date:**

Facilitator/Manager Signed**Date:**

Appendix 2.

Confidential
Formal complaint form

Name of complainant:

Manager:

Department:

Date complaint was raised as a Formal complaint:

1. Details of the alleged unfair treatment: (please continue on a separate sheet if necessary)

2. Please outline how you think this situation could best be resolved: (please continue on a separate sheet if necessary)

3. Please state action taken so far to resolve the complaint: (This may include details of facilitation and direct support already provided under the informal process.)

4. Details of person against whom the complaint is raised:

Name:.....

5. Out line agreed Action/s Taken (or to be taken) by both parties:

Following the formal process on (date).....both parties agreed to resolve the issue by (please list the agreed actions with timescales):

Action/s	Timescales

6. Do you feel the complaint has been addressed Y/N

Complainant Signed**Date:**

Facilitator/Manager Signed**Date:**