



**NORTH, WEST AND HEBRIDES
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Grievance Policy

POL-NWH-00x

Lead Officer (Post):	Director of People and Culture
Responsible Office/ Department:	Human Resources
Responsible Committee:	HR Committee
Review Officer (Post):	Director of People and Culture
Date policy approved:	
Date policy last reviewed and updated:	November 2025
Date policy due for review:	November 2028
UHI Single Policy / UHI NWH Policy:	UHI NWH Policy
Public face / College internal facing only	College internal facing only
Date of Equality Impact Assessment:	November 2025
Has a Data Privacy Impact Assessment been completed:	Will be completed by Compliance Team – Completed / Data Protection Officer has approved that no DPIA is required

Accessible versions of this policy are available upon request. Please contact UHI North, West and Hebrides for more information.

Policy Summary

Overview	To provide a framework within which grievance issues can be resolved in a way which is designed to promote fairness and maintain good employee relations in order to have a motivated and professional workforce able to deliver the operational objectives of the College;
Purpose	It will ensure that grievances are resolved promptly, fairly and consistently. It will identify staff responsible for contributing to the resolution of grievance issues; and it will ensure that the possibility of damage to sound professional relationships within the College is minimised.
Scope	<p>This policy applies to all employees of UHI North, West and Hebrides.</p> <p>The policy will not apply for matters relating to the following:</p> <ul style="list-style-type: none"> • Dismissal • Disciplinary Matters • Attendance Management cases • Grievances deemed to be vexatious or malicious • Collective Grievances, which are covered under the Organisation' s collective agreements
Consultation	Senior management Team, HR Committee, Recognised Trade Unions
Implementation and Monitoring	The implementation and monitoring of the policy is the responsibility of the Human Resources department.
Risk Implications	A poor working environment resulting in high turnover of staff.

Link with Strategy	This policy aligns with UHI North, West and Hebrides People & Culture Strategy.
Impact Assessment	Equality Impact Assessment: November 2025
	Privacy Impact Assessment:

1. Policy Statement

The purpose of this policy statement and the related procedure is to:

- provide a framework within which grievance issues can be resolved in a way which is designed to promote fairness and maintain good employee relations in order to have a motivated and professional workforce able to deliver the operational objectives of the College;
- ensure that grievances are resolved promptly, fairly and consistently;
- identify staff responsible for contributing to the resolution of grievance issues; and
- ensure that the possibility of damage to sound professional relationships within the College is minimised.

2. Definitions

Grievance Issues

A grievance issue may arise where a member of staff has a problem or concern about their work, working conditions, or relationship with a colleague or manager. The following list gives an indication of the kind of issues which can give rise to a grievance, but is not exhaustive:

Terms and conditions of employment;
Health and safety;
Work relations;
Working practices;
Working environment;
Organisational change;
Discrimination.

Issues resulting from a complaint regarding the behaviour, conduct, or work performance of a member of staff are not usually considered to be grievance issues and would normally be considered under the terms of the Staff Discipline Policy.

Where, after investigation, a grievance is found to be vexatious or malicious, or where there is a continued pattern of unfounded complaints by the same employee, the complainant may be subject to investigation under the College's Disciplinary Policy and Procedure and subject to disciplinary action.

Informal Consideration

Whenever possible, a grievance should be raised and dealt with informally by the member of staff's line manager. Where the informal process fails, or is inappropriate, the formal procedure may be invoked.

Mediation

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of the grievance. Mediation will be used only where all parties involved in the grievance agree and it is not a compulsory part of the grievance process.

Formal Consideration

Where the informal process has not resolved an issue, or where the aggrieved employee wishes to follow a more formal process, the grievance should be submitted in writing to the Human Resources Department. The Human Resources Department will appoint a more senior manager who will hear the grievance, where possible, within 10 working days of receipt of the formal grievance. A member of the Human Resources Department will also attend to minute the meeting and ensure the proceedings are conducted fairly.

Grievances Raised by Former Staff

Where a grievance or complaint is made by any person who is no longer in College employment, this will be dealt with under the terms of the Complaints procedure. In these circumstances the issue will be fully investigated and the complainant will receive written notification of the outcome of their complaint.

Staff Representation

At any and all stages of the formal procedure and/or of the appeal procedure, the member of staff will have the right to be accompanied by a work colleague, Trade Union representative or employee representative.

Notes

Notes of formal meetings will be taken and it will not be a verbatim record. The member of staff and his/her nominated representative will receive copies of all written statements or evidence which will be presented at the hearing and will be required to make available copies of any written evidence which they intend to refer to at the hearing.

Right of Appeal

There will be a right of appeal against the outcome of a formal grievance hearing.

Confidentiality

At all stages of a grievance, those involved in the investigation must bear in mind the need for confidentiality in order to preserve the integrity of the process and out of respect for those involved.

3. Purpose

This policy provides a clear and fair process for employees to raise concerns, complaints, or disputes related to their employment, and ensures that such grievances are handled promptly, fairly, and confidentially.

4 Scope

This policy applies to all employees of UHI North, West and Hebrides.

The policy will not apply for matters relating to the following:

- Dismissal

- Disciplinary Matters
- Attendance Management cases
- Grievances deemed to be vexatious or malicious
- Collective Grievances, which are covered under the Organisation' s collective Agreements

5 Exceptions

This policy applies without exceptions, exclusions or restrictions.

6 Notification

This policy will be available on the College's website.

All individuals with responsibilities outlined in Section 7 will be notified of changes.

7 Roles and Responsibilities

The manager or member of staff conducting an investigation into the grievance matter shall be responsible for ensuring an adequate and timely investigation into the matter.

The member of staff raising the grievance has a responsibility to co-operate during any investigation and to comply with the terms of the policy and procedure.

The Human Resources Department shall be responsible for the administration and co-ordination of grievance hearings and appeals hearings. The Human Resources Department shall also provide advice and support as appropriate during investigations and hearings.

The Board of Management is responsible for approving this policy and for overseeing compliance with its principles.

The Head of HR & Organisational Development is responsible for the implementation of this policy

All staff are responsible for ensuring compliance with this policy

8 Legislative Framework

Acas Code of Practice on Disciplinary and Grievance Procedures,

Employment Rights Act 1996

Equality Act 2010

Data Protection Act 2018 (and UK GDPR)

Public Interest Disclosure Act 1998 (Whistleblowing)

Health and Safety at Work etc. Act 1974

9 Related Policies, Procedures, Guidelines and Other Resources

ACAS Code of Practice on Discipline and Grievance Procedures

Staff Grievance Policy and procedure

Staff Discipline Policy

Equality, Diversity & Inclusivity Policy
Complaints Handling Procedure

10 Version Control and Change History

Version	Date	Approved by	Amendment(s)	Author
1	November 2025	HR Committee	New UHI North, West and Hebrides policy	V Ferguson