



ETC International College

ETC Grievance Procedure

November 2024

1. The following grievance procedure shall be applied to settle all disputes or grievances concerning an employee or employees of ETC (but excluding those relating to redundancy selection or termination of the contract during an employee's trial / probationary period).

2. Principles:

- i. It is the intention of both parties that employees should be encouraged to have direct contact with management to resolve their problems.
- ii. The procedure for resolution of grievances and avoidance of disputes is available if the parties are unable to agree a solution to a problem.
- iii. Should a matter be referred to this procedure for resolution, both parties should accept that it should be dealt with as quickly as possible, with a joint commitment that every effort will be made to ensure that such a reference takes no longer than seven working days to complete.
- iv. Pending resolution of the grievance, the same conditions prior to its notification shall continue to apply, except in those circumstances where such a continuation would have damaging effects upon ETC's business.
- v. It is agreed between the parties that where the grievance is of a collective nature, ie. affecting more than one employee, it shall be referred initially to 3 (ii) of the procedure (see below).
- vi. If the employee's immediate supervisor / manager is the subject of the grievance and for this reason the employee does not wish the grievance to be heard by him or her, it shall be referred initially to 3 (ii) of the procedure (see below).

3. The Procedure:

- (i.) Where an employee has a grievance, he or she shall raise the matter with his or her immediate supervisor / manager in writing. The employee will then have an opportunity to meet with the supervisor / manager to discuss the issue. The employee has the right to choose to be accompanied by either a colleague or a trade union official. After the meeting, the supervisor / manager should inform the employee of their decision and offer them the right to appeal.
- (ii.) If the matter has not been resolved at 3 (i), it shall be referred to the Director, the Principal or Director of Studies (as appropriate). A written statement summarizing the main details of the grievance and the reasons for the failure to agree must be prepared and signed by both parties. The employee will then have an opportunity to meet with the Director, the Principal or the Director of Studies to discuss the issue. The employee has the right to choose to be accompanied by either a colleague or a trade union official. After the meeting, the Director, the Principal or Director of Studies should inform the employee of their decision and offer them the right to appeal.
- (iii.) In the event of a failure to agree, the parties will consider whether conciliation or arbitration is appropriate. The matter may be referred by mutual consent to the Advisory Conciliation and Arbitration Service, whose findings may, by mutual prior agreement, be binding on both parties.

This document to be read in conjunction with Sexual Harassment Prevention Policy.

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Next update due November 2027