Grievance Policy Guidance – Panel Member

Click on the section you require, and you will be taken directly to the correct section of this document.

Contents

Availability and conflict of interest 2
Plan for the hearing 2
The Grievance Hearing – Panel responsibilities 2
The Appeal Hearing – Panel responsibilities 3
Data protection and Subject Access Request requirements 4

Action	Supporting information
Confirm that you are **available** to be a member of the grievance/appeal panel and that you have **no conflict of interest** in the case	You will need to agree a date for the hearing with the Chair/Appeal Convenor. Hearings normally need to take place within two - four weeks so if you are not available for a significant number of days over that period you should let the assigned HR Case Manager know that you cannot be part of the panel. Check that you do not have any conflicts of interest that would prevent you participating in the hearing and reaching a decision objectively. If you do have a conflict advise the assigned HR Case Manager at the earliest opportunity. Check the Conflict of Interest Policy for guidance.
Plan for the hearing	You will be sent the relevant documentation e.g. Investigating Officer (IO's) report. Make sure you go through all documents thoroughly and highlight any areas where you want to find out more or have queries. Consider what questions you have for the employee and the role holder attending the hearing. Read the Grievance Policy to make sure you are familiar with the formal process. The Chair/Appeal Convenor will arrange a pre meeting with you and the other panel member if there is one and you can agree what questions you will ask. You must not prejudge the outcome of the hearing based on the information you receive in advance. Make sure you are open to hear from the complainant and other attendees.
The Grievance Hearing – Panel responsibilities	The panel must review all the information you have received and consider this along with the information gathered at the Hearing. The panel must decide: • how to resolve the grievance if you are satisfied that there is a legitimate concern and • any actions that should be taken to **address concerns** or problems identified through the investigation. You must consider the specified **outcome/resolution** the complainant is looking for and whether this is reasonable and achievable. Does action of some kind need to be taken? Is there a valid issue to resolve?

	If the complainant's desired outcome/resolution is not reasonable or possible, can you offer alternative solutions? Decide if you believe the **respondent**'s behaviour has been unacceptable and if there is a case for that person to answer. If you do not believe that the grievance has merit and that the desired outcome is unrealistic or inappropriate decide if there are other issues that need to be addressed. E.g. has there been a breakdown in communication, is there a training issue? ***NB You are not asked to uphold/not uphold the grievance but to decide the outcome and any actions.***
The Appeal Hearing – Panel responsibilities	The panel must review all the information you have received and consider this along with the information gathered at the appeal hearing. You must consider: • if the **original outcome** of the grievance hearing was fair and reasonable • if **any actions** that were taken to address concerns or problems were reasonable and helpful Therefore, the **outcomes of the appeal hearing** are: • **You agree with the original decision and recommendations** • **You overturn and amend the original decision** You may also decide that **additional actions** should be taken that were not previously considered or implemented or make further **recommendations**. You must consider if the **respondent**'s behaviour has been unacceptable and there is a case for that person to answer. You may decide this even if this was not the outcome of the original hearing. ***NB You are not asked to uphold /not uphold the grievance appeal but to decide the outcome and any actions.***

Be aware of **Data protection** and **Subject Access Request** requirements	Information relating to a grievance case should be held in line with the University's Retention Schedule. This includes any email correspondence and not just letters about the outcome of the grievance. Remember that an employee may make a **subject access request** to see data about their case which will include any emails between you, HR and any other role holders you correspond with in the course of the case e.g. Chair/Convenor of the panel. Therefore, you must be prepared that any of your correspondence may be seen by the employee.