

Eglantine Grievance including Bullying and Harassment

Policy and Procedure – 2026/27

Introduction

A grievance in the workplace is any concern, problem or complaint that an employee raises with their employer. This policy is designed to provide a clear, simple and fair method of resolving any issues relating to bullying, grievance or harassment as quickly and effectively as possible, within a confidential framework and ideally informally within the line management structure, but if necessary, through a formal procedure.

Eglantine is committed to creating a workplace culture free from harassment, bullying, intimidation and victimisation, where everyone is treated with dignity and respect. Eglantine will not tolerate the harassment or bullying of one member of the Eglantine community by another, in any form and such behaviour may constitute gross misconduct in accordance with the Disciplinary Policy.

Definitions of harassment, victimisation and bullying are detailed in Annex D.

Scope of this procedure

This procedure applies to anyone engaged to work at Eglantine . issues that may be raised under this procedure include, but are not restricted to, those relating to the application of terms and conditions, working arrangements, work relations, health and safety, bullying and harassment, and include activities outside the workplace, e.g. Eglantine trips and work-related social events.

Issues for which this procedure does not apply include, but are not restricted to, those relating to a requirement of law (e.g. income tax and National Insurance matters), collective disputes, when the employment relationship has ended.

It should be noted that there may be instances where an employee dislikes or disagrees with an instruction given by his/her manager. Where a manager is legitimately carrying out his/her management responsibility in an appropriate and reasonable manner this will not constitute bullying and/or harassment.

Where a counter complaint is made by the person about whom the grievance/complaint has been raised, this will normally be dealt with as part of the same investigation.

Issues must be raised at the earliest opportunity to support resolution at the lowest level. Therefore, issues must be raised within 3 months of the event taking place. There may be occasions where an issue is raised following a pattern of behaviour over a period of time, so in exceptional circumstances issues raised after 3 months may be dealt with under this policy where there is evidence to support the delay.

Complaints arising from action being taken under another Eglantine procedure will normally be dealt with as part of that procedure, depending on the nature of the complaint.

All evidence linked to an investigation may be made available to appropriate parties. However, the confidential nature of the information will always be considered prior to disclosure.

At all formal stages of the procedure staff who have raised the grievance, or who have had a grievance raised against them, may be accompanied by a workplace colleague or a Trade Union representative. When formal meetings are confirmed it is the member of staff's responsibility to notify their chosen representative of the arrangements, and to notify HR of the name of the person accompanying them. Where the chosen companion cannot attend on the date proposed, the member of staff may ask Eglantine to agree to an alternative time and date, normally within five working days of the scheduled date. Where a specific Trade Union representative is not available this will not delay the process and it is the member of staff's responsibility to seek an alternative representative.

There is no right to legal representation at any stage of this procedure and the sound recording of any meetings or discussions that take place at any stage of the procedure is expressly forbidden, unless there is written consent by all parties.

Responsibilities

Every member of staff has a responsibility to create and maintain a working environment in keeping with Eglantine Core Values and Staff Code of Conduct and free from bullying and harassment.

Staff

Staff are accountable for their behaviour and actions and must respect the way in which their behaviour may affect others. All staff have a personal responsibility to work towards resolving issues informally in line with this policy and procedure, with the aim of restoring a positive conflict free working environment.

Managers

All levels of manager have a responsibility to ensure that issues regarding grievances, including concerns of bullying and harassment, are dealt with swiftly, thoroughly and sensitively to avoid unnecessary escalation of issues and to minimise any stress/anxiety for all parties concerned.

Managers should ensure that there is a supportive working environment and make sure that staff understand expected standards of behaviour.

Human Resources

The role of HR is to support managers and staff in addressing concerns raised regarding bullying, grievance and harassment swiftly and appropriately through strategies such as supportive intervention, facilitation, training, and support for investigating managers.

HR will provide guidance to managers and staff in the interpretation and application of this procedure as and when required, including advice to managers by attendance at all formal grievance meetings.

Workplace colleagues/Trade Union representatives

Agree to:

- Make every effort to attend arranged meetings, though there is no duty on a workplace colleague to accept a request to accompany a member of staff
- Maintain confidentiality of any information they become aware of during the procedure
- Offer appropriate support e.g. note taking, requesting breaks during the meeting.

Support for staff

Eglantine recognises that a grievance procedure can be a stressful and upsetting experience for all parties involved so will seek to provide the most appropriate support available, which may be from the line manager and/or HR in the first instance. If it is not appropriate to speak to their line manager, (for example, if the line manager is the subject of the grievance) the member of staff may raise the matter with their line manager's manager.

Consideration will also be given to supporting staff in restoring and maintaining respectful working relationships once the issues have been addressed.

The Grievance Procedure

Stage 1 – Informal

If a member of staff is dissatisfied with anything related to their employment, as it arises they should talk to their line manager, or line manager's manager who will, if possible, resolve the matter informally.

This may involve an informal meeting with all parties concerned to discuss the concern raised and agree an appropriate resolution.

Any agreed outcomes at the informal stage should be recorded and shared by both parties.

Where a complainant decides not to proceed with the complaint the manager/HR representative should find out the reasons why the complainant does not want to take action and attempt to allay any fears he or she may have whilst pointing out that taking some form of action, at least informally, may be the only way the problem may be resolved, but remembering that the ultimate choice is theirs. Depending on the seriousness of the complaint, for example risk to the individual or continuous bullying/harassment, even if staff decide to take no action, the matter may still have to be reported/investigated.

It may be appropriate for the matter to be dealt with by way of facilitation or mediation, depending on the nature of the grievance. Mediation will be used only where all parties involved in the grievance agree.

Stage 2 - Formal

Where a grievance cannot be resolved informally, the member of staff should submit their grievance, ideally in writing using the form at Annex A, to Human Resources, giving full information of the complaint including dates, events, witnesses, supporting documentation etc.

After the complaint is received Human Resources will appoint an independent Eglantine manager, who has had no previous involvement in the situation to chair a meeting. Full details of the grievance will be shared with them.

If the grievance relates directly to another member of staff, they will also be informed of the complaint and the procedure being followed while the investigation is being carried out. He or she will be given every opportunity to respond to the complain

To support all individuals, temporary working arrangements will be considered, including as a neutral act, suspension of one or both parties.

A meeting will be arranged to discuss and consider the grievance, see Annex B. A member of staff will be given a fair opportunity to discuss their grievance, by the designated manager(s), although the procedure is not an opportunity to raise issues unrelated to the grievance.

Staff should ensure that they attend the meeting at the specified time. If a member of staff is unable to attend because of circumstances beyond his/her control, they should inform Human Resources as soon as possible. Failure to attend without explanation, or if it appears that insufficient attempts to attend have been made, the meeting may take place in the absence of the member of staff. If appropriate, further meetings will take place to investigate the issues raised.

Staff will be informed of the outcome of their grievance, ideally verbally and then confirmed in writing. They will also be advised of any recommendations that Eglantine proposes to take forward, as a result of the complaint.

Stage 3 - Appeal

If the member of staff is not satisfied with the outcome of the grievance they have the right of appeal. All appeals will be held in accordance with Annex C.

An appeal against the outcome of a grievance should be submitted in writing, within 5 working days of receipt of the written decision. The reasons for the appeal, or an explanation of the perceived inadequacies of the previous decision is required, together with a suggested recommendation as to how the grievance can be resolved.

An appeal hearing will be chaired by a more senior manager than the investigating manager(s), wherever possible.

The Chair will consider the grounds that have been put forward and assess whether or not the conclusion reached in the original grievance meeting/investigation was appropriate. The appeal is not a rehearing of the original grievance, but rather a consideration of the specific areas of dissatisfaction in relation to the original grievance. The manager conducting the appeal may, therefore, confine discussion to those specific areas rather than reconsider the whole matter afresh.

Written confirmation of the appeal decision will be sent to the member of staff stating the grounds for the decision. The decision from the appeal hearing is final.

Sue Richardson
Managing Director

Date: June 2026
Review Date: June 2027

Notice of Grievance

Annex A

Name: Curriculum/Business

Support Area:

In accordance with the provisions of the College's Grievance Procedure, I wish to raise a formal grievance.

The details, including dates, events and supporting documentation, are as follows: (continue on a separate sheet if necessary)

Attached documents are:

My preferred outcome is:

Witnesses who may be interviewed:

I have discussed my grievance informally:		Yes / No (please delete)	
If yes, please provide the name of the person it was discussed with:			
Signed:		Date:	

Annex B

Conduct of a grievance investigation meeting

1. The manager(s) chairing the meeting will introduce all parties before explaining the procedure to be followed, including note taking and confidentiality.
2. The member of staff, or their companion, will present their case and any additional evidence related to the complaint.
3. The Chair(s) may ask questions of the member of staff or their companion.
4. The member of staff, or their companion, may ask questions of the Chair(s).
5. The member of staff, or their companion, will have the opportunity to make a final statement summarising the issues concerned.
6. The Chair(s) will make a final statement summarising the issues concerned and the requested outcome of the grievance.
7. Notes taken at the meeting, normally by Human Resources, will be sent to the member of staff for verification and accuracy checking.
8. Evidence presented will be further investigated by the Chair(s), within a reasonable timeframe and the member of staff will be advised, ideally verbally and then confirmed in writing, of the decision reached and their right of appeal.
9. The format above is intended to provide general guidelines for the conduct of the meeting. In particular circumstances, the Chair(s) can apply reasonable discretion to vary the format to suit the individual nature of the case.

Annex C

Conduct of a grievance appeal hearing

1. The manager chairing the appeal hearing will introduce all parties before explaining the procedure to be followed.
2. The member of staff, or their companion, will present their case and the reasons for the appeal. The member of staff may call witnesses and present any new evidence related to the grievance.
3. The management representative (who determined the original grievance outcome) may ask questions of the member of staff, their companion or witnesses and comment on any new evidence presented.
4. The Chair may ask questions of the member of staff, their companion or witnesses.
5. The member of staff, or their companion, may re-examine their own witnesses on any matter referred to in their examination by the management representative or Chair of the meeting.
6. The management representative will present their case and may call witnesses.
7. The member of staff, or their companion, may ask questions of the management representative or witnesses.
8. The Chair of the meeting may ask questions of the management representative or witnesses.
9. The management representative may re-examine their own witnesses on any matter referred to in their examination by the member of staff, or their companion or Chair of the meeting.
10. The member of staff, or their companion, will have the opportunity to make a final statement summarising the issues concerned.
11. The management representative will have the opportunity to make a final statement summarising the issues concerned.

12. The appeal hearing will be adjourned for the Chair to consider the evidence and to decide whether to uphold, amend or reject the appeal. All parties, except the Chair and Human Resources representative, will be asked to withdraw.
13. If an investigation is required, this will take place at this stage, and all parties will be advised.
14. Wherever possible, the appeal hearing will be re-convened for all parties to hear the decision.
15. Written confirmation of the appeal decision will be sent to the member of staff within 5 working days of the date of the meeting, stating the grounds for the decision.
16. The format above is intended to provide general guidelines for the conduct of the grievance appeal hearing. In particular circumstances, the Chair of the appeal hearing can apply reasonable discretion to vary the format to suit the individual nature of the case being deliberated.

Annex D

Grievance policy definitions

Bullying and harassment are defined as follows in the ACAS management guide:

Bullying is characterised as: - “offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient”.

Harassment is defined by reference to the definition in the Equality Act 2010, as: “unwanted conduct relating to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”. The relevant protected characteristics under the Equality Act 2010 are age, disability or impairment, gender reassignment, race, religion or belief, gender, sexual orientation. Harassment applies to all protected characteristics except for pregnancy and maternity and marriage and civil partnership.

Victimisation occurs when a member of staff is treated badly because they have made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. A member of staff is not protected from victimisation if they have maliciously made or supported an untrue complaint.

Behaviour, which constitutes bullying and/or harassment, may occur on a single occasion; it may be sporadic or it may take the form of a continuing process. It does not necessarily occur face to face as it may occur for example through social media, written communications, visual images, by email or by telephone.

Bullying and/or harassment is not dependent on an intention to cause distress or hurt but is assessed by the impact the behaviour has on the recipient (even if it is not directed at that individual); provided that it is reasonable in the circumstances to consider that the conduct in question constitutes bullying or harassment. As a result, it is possible that behaviour that is acceptable to some members of staff will cause embarrassment, distress or anxiety to others.

Members of staff may complain of behaviour that they find offensive even if it is not directed at them, and the complainant need not possess the relevant characteristic themselves.

Members of staff are also protected from harassment because of perception and association. Unlawful discrimination on the grounds of the equality protected characteristics will not be tolerated in any form.

Harassment can take many forms, which may include, but are not limited to:

- Unnecessary or unwanted physical conduct ranging from touching to serious sexual or physical assault.
- Verbal conduct such as sexist, racist or homophobic comments or innuendo, derogatory remarks about protected characteristics, comments of a personal nature, suggestive remarks, inappropriate jokes or language.
- Display, storage or circulation of offensive material (including information held on computer).

Bullying is recognised as a serious management issue and is often unreported. People affected by bullying often feel the matter appears trivial or that they may have difficulty in describing it. Examples of bullying may include, but are not limited to:

Persistent unnecessary criticism

- shouting at colleagues in public or private
- deliberate isolation by ignoring or excluding a person
- withholding information or removing areas of responsibility without justification
- spreading malicious rumours
- making inappropriate personal comments
- undermining a person's self-respect by condescending or threatening treatment that humiliates or intimidates the individual
- cyber bullying (e.g. by email, text or through social networking sites)
- picking on one person when there is a common problem
- setting unrealistic targets or excessive workloads
- setting an individual up to fail (e.g. by giving inadequate instructions or unreasonable deadlines).

Sue Richardson
Managing Director

Date: June 2026
Review Date: June 2027