



Staff Grievance Policy and Procedure

Higher Education · Performing Arts
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Document Control

Policy Title	Staff Grievance Policy and Procedure
Institution Name	Triple Threat Training Limited (trading as GAMTA)
Policy Category	Human Resources — Staff Relations
Approval Authority	Senior Management Team, on behalf of the Unibridge Group Board
Applies To	All staff employed by Triple Threat Training Limited (trading as GAMTA), including academic, technical, professional-services and sessional staff
External Regulatory Alignment	Employment Rights Act 1996; Equality Act 2010; Acas Code of Practice on Disciplinary and Grievance Procedures; UK GDPR; Data Protection Act 2018
Related Documents	Staff Policy Manual; Staff-Student Relationships Policy; Harassment and Sexual Misconduct Policy
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TRIPLE THREAT COLLEGE

STAFF GRIEVANCE POLICY AND PROCEDURE

1. Introduction

1.1 GAMTA (the “College”) is committed to fostering a fair, respectful, and supportive working environment in which staff can raise concerns about their employment without fear of disadvantage. This Policy and Procedure provides a clear, accessible, and consistent route through which staff may raise grievances and have them resolved promptly.

1.2 The College is a small performing arts institution with close working relationships across academic, technical, production, and professional teams. Many concerns can and should be resolved through open conversation and informal resolution. This Procedure provides a formal route where informal resolution is not appropriate, has not succeeded, or is not preferred by the member of staff.

1.3 This Policy and Procedure has been developed having regard to the Acas Code of Practice on Disciplinary and Grievance Procedures, the Acas Guide on Discipline and Grievances at Work, the Employment Rights Act 1996, the Employment Relations Act 1999, the Equality Act 2010, and applicable employment law.

2. Purpose and Scope

2.1 The purpose of this Policy and Procedure is to:

- provide staff with a fair and accessible route to raise grievances;
- encourage early and informal resolution wherever possible;
- ensure that grievances are handled promptly, consistently, and impartially;
- comply with the Acas Code of Practice and the College's legal obligations.

2.2 This Procedure applies to all employees of the College, including academic, technical, production, and professional staff, on any contractual basis. It also applies, with such adaptation as is appropriate, to workers and self-employed visiting practitioners engaged by the College on a regular basis, where the matter arises from their engagement with the College.

2.3 A grievance is a concern, problem, or complaint raised by a member of staff in connection with their employment. Common subjects include terms and conditions, working practices, working relationships, allocation of work, application of policies and procedures, and the working environment.

2.4 This Procedure does not apply to:

- matters of unacceptable behaviour by a colleague, which shall normally be considered under the Staff Dignity at Work Policy or the Harassment and Sexual Misconduct Policy;
- disciplinary matters concerning the staff member raising the grievance, which shall be considered under the Staff Disciplinary Procedure;
- disclosures in the public interest, which shall be considered under the Whistleblowing Policy;
- collective disputes between the College and a recognised representative body, which shall be handled under any applicable collective arrangements;
- appeals against decisions taken under other College procedures, which shall be considered under the appeal arrangements set out in those procedures.

2.5 Where a matter raised under this Procedure engages another procedure, the College may consider the matter in parallel or sequentially as appropriate, with the staff member kept informed.

3. Underpinning Principles

3.1 Fairness and Natural Justice. Grievances shall be considered fairly, with the staff member informed of how their concern will be considered, given the opportunity to put forward their case, supported through the process, and notified of decisions in writing with reasons.

3.2 Promptness. The College shall handle grievances promptly within the timescales set out in this Procedure and shall keep the staff member informed where delays arise for legitimate reasons.

3.3 Impartiality. Those involved in considering a grievance shall act impartially and shall have no prior decision-making involvement in the matter or material conflict of interest.

3.4 Confidentiality. Grievances shall be handled in confidence so far as reasonably possible, shared only on a need-to-know basis, and processed in accordance with the UK GDPR, the Data Protection Act 2018, and the Privacy and Information Security Policy.

3.5 No Detriment. A staff member who raises a grievance in good faith shall not be subjected to detriment or disadvantage for having done so.

3.6 Right to be Accompanied. A staff member shall have the right to be accompanied at any formal meeting under this Procedure by a colleague or by a trade union representative (whether or not the union is recognised by the College), in accordance with the Employment Relations Act 1999.

3.7 Reasonable Adjustments. Reasonable adjustments under the Equality Act 2010 shall be considered throughout, including in relation to meeting arrangements, communication, accessible venues, additional time, and support.

3.8 Proportionality. The handling of a grievance shall be proportionate to its nature and complexity. Many matters can be addressed quickly and informally.

4. Stage One – Informal Resolution

4.1 Most concerns can and should be resolved informally and at the earliest opportunity, normally with the immediate line manager. The staff member should raise the matter clearly, explain the impact, and indicate the outcome sought.

4.2 Line managers shall take informal concerns seriously, listen carefully, and respond in a timely and constructive manner. Resolution may include clarification, explanation, mediation, agreed change of working arrangements, or other practical steps.

4.3 Where the grievance concerns the immediate line manager, or where the staff member considers that informal resolution with the line manager is not appropriate, the matter may be raised informally with the next level of management or with the Office of the Principal.

4.4 Mediation. Where appropriate, the College may offer mediation through a trained internal or external mediator. Participation in mediation is voluntary. Where mediation succeeds, no further action under this Procedure shall normally be required.

4.5 Where informal resolution is not achieved or is not appropriate, the staff member may submit a formal grievance under Stage Two.

5. Stage Two – Formal Grievance

5.1 Submission. A formal grievance shall be submitted in writing to Human Resources or, where Human Resources is the subject of the grievance, to the Office of the Principal. The written grievance shall set out:

- the staff member's name, role, and contact details;
- a clear statement of the grievance, including relevant dates, facts, and persons involved;
- a summary of any steps already taken to resolve the matter informally;
- the outcome or remedy sought by the staff member;
- any reasonable adjustments required in the consideration of the grievance;
- the date of submission.

5.2 Timescale for Submission. A formal grievance should normally be submitted within three (3) months of the matter giving rise to the grievance, or within three (3) months of the conclusion of informal resolution where applicable. Late grievances may be accepted at the College's discretion where good reason for the delay is shown.

5.3 Acknowledgement and Allocation. Receipt of the grievance shall be acknowledged within five (5) working days. The matter shall be allocated to a Grievance Hearer who has not previously been involved in the matter, is at an appropriate level of seniority, and has no material conflict of interest. The Grievance Hearer shall be supported by Human Resources.

5.4 Initial Assessment. The Grievance Hearer or Human Resources shall consider whether the matter falls within scope, whether it is more appropriately handled under another procedure, and whether any immediate steps are needed pending the hearing.

5.5 Grievance Hearing. The staff member shall be invited to a grievance hearing, normally to be held within fifteen (15) working days of receipt of the formal grievance. Notice of the hearing shall be at least five (5) working days, with information including the time, date, place (or online arrangement), the right to be accompanied, the documentation to be considered, and any witnesses to be invited. The staff member may submit additional documentation in advance.

5.6 Conduct of the Hearing. The Grievance Hearer shall ensure that the hearing is conducted fairly and without unnecessary formality. The staff member shall be given a full opportunity to present the grievance, refer to any documentation, and call witnesses where reasonable. The Grievance Hearer may ask questions to clarify the matter and may adjourn to seek further information.

5.7 Investigation. Where the matter requires investigation, the Grievance Hearer may direct an investigation by a member of Human Resources, by another senior member of staff with no prior involvement, or by an external investigator in complex cases. A written investigation report shall be produced, the substance of which shall be shared with the staff member for response before the Grievance Hearer reaches a decision.

5.8 Decision. The Grievance Hearer shall reach a decision on the grievance, which may include:

- upholding the grievance in whole or in part;
- not upholding the grievance;
- identifying remedies, which may include changes to working arrangements, mediation, additional training, or other proportionate action;
- referring elements of the matter to another procedure where appropriate.

5.9 Written Outcome. The decision shall be communicated in writing to the staff member, with reasons, normally within ten (10) working days of the hearing. The outcome letter shall also explain the right of appeal under Stage Three.

6. Stage Three – Appeal

6.1 Right of Appeal. A staff member who is dissatisfied with the outcome of Stage Two may appeal in writing within ten (10) working days of receipt of the Stage Two outcome.

6.2 Grounds of Appeal. An appeal may be made on one or more of the following grounds:

- the procedure was not followed correctly and this materially affected the outcome;
- the decision was not reasonable in light of the evidence;
- new evidence has come to light that could not reasonably have been submitted at Stage Two.

6.3 Appeal Hearer. The appeal shall be considered by a senior officer of the College who has not previously been involved in the matter and who is, where reasonably possible, at a more senior level than the Grievance Hearer. Where the Stage Two decision was taken by the College Principal, the appeal shall be heard by the Chair of the Unibridge Group Board or such other governor as the Chair may designate.

6.4 Appeal Hearing. The staff member shall be invited to an appeal hearing, normally to be held within fifteen (15) working days of receipt of the appeal. The right to be accompanied applies. The Appeal Hearer shall consider the matter on the grounds raised, may seek further information, and may confirm, vary, or rescind the Stage Two decision.

6.5 Written Outcome. The decision shall be communicated in writing with reasons normally within ten (10) working days of the appeal hearing. The outcome of the appeal shall represent the final stage of the College's internal procedure.

7. Specific Provisions

7.1 Grievances Against the Line Manager. Where the grievance concerns the immediate line manager, the matter shall be allocated to a manager at the next level, or to another senior member of staff with no material conflict of interest.

7.2 Grievances Against Senior Officers. Grievances against a member of the senior leadership team shall be allocated to the College Principal or to another senior officer of equivalent or greater seniority who is not the subject of the grievance. Grievances against the College Principal shall be allocated to the Chair of the Unibridge Group Board. Grievances against the Chair of the Unibridge Group Board shall be allocated to another senior governor designated by the Board.

7.3 Grievances Raised After Leaving Employment. A staff member may raise a grievance in writing within three (3) months of the termination of their employment in respect of a matter that arose during their employment. The College shall consider the matter through a modified procedure proportionate to the circumstances, normally consisting of a written exchange leading to a written outcome with reasons.

7.4 Group Grievances. Where two or more staff members wish to raise the same or substantially the same grievance, the grievance may be submitted jointly and shall be handled through a single process, with a nominated representative coordinating with the College. Each staff member retains the right to be accompanied.

7.5 Overlap with Disciplinary Action. Where a grievance is raised by a staff member who is subject to a current disciplinary process, the College shall consider whether to suspend the disciplinary process temporarily to address the grievance, to run the two processes concurrently, or to deal with the grievance after the disciplinary process. The decision shall be made by Human Resources in consultation with the relevant senior manager.

7.6 Vexatious or Malicious Grievances. The College shall take seriously any grievance raised in good faith. Grievances found to have been raised vexatiously or maliciously may be considered under the Staff Disciplinary Procedure.

8. Records, Equality, and Review

8.1 Records of grievances raised under this Procedure, the consideration undertaken, decisions reached, and outcomes applied shall be retained in accordance with the Privacy and Information Security Policy. The standard retention period is six (6) years from the conclusion of the matter.

8.2 Anonymised data on the operation of this Procedure, including the number, nature, and outcomes of grievances, shall be reported periodically to the College Principal and to the Unibridge Group Board, with equality monitoring to inform continuous improvement.

8.3 This Procedure shall operate in accordance with the Equality, Diversity and Inclusion Policy and the Equality Act 2010, with reasonable adjustments considered throughout.

8.4 This Procedure shall be reviewed periodically, and in any event at least every three (3) years, or earlier where required by legislative, regulatory, or operational changes, in consultation with staff and any recognised representative bodies.

END OF POLICY AND PROCEDURE