Grievance flowchart for University academic and academic-related staff

This is a summary of key stages; the full details are to be found in the Grievance Procedure https://hr.admin.ox.ac.uk/files/procedurestobefollowedtoresolvegrievances.pdf

Employee [E] raises issue(s) of concern with manager [M] (or Head of Dept or Head of Division as appropriate). Informal resolution possible?

Yes

M attempts to resolve informally. Successful outcome?

Yes

Case closed

No

E raises with HoD (for academic staff) or HAF (for academic-related staff).* Explains grievance and outcome sought. Potentially serious misconduct?

Yes

Consider investigation

No

Initial meeting between HAF (or delegate) and E.

E provides any further documents within 10 working days of meeting.

HAF sends grievance docs to other parties [R], requesting written response within 10 working days.

Departmental meeting**: usually HoD or with E and R, or heard at Divisional level

HoD or equivalent writes to E and R with findings and conclusion, normally within 30 days, setting out right of appeal.

E wishes to appeal?

No

Case closed

Yes

Go to appeals flow chart

*Where administrator has already been involved another member of staff may deal with the matter; where the complaint is from or against the administrator alternative arrangements will be made. Grievances from Heads of Dept go to Director of HR. Grievances about Heads of Dept go to the Head of Division or equivalent.

**Where grievance is about HoD or for some other reason it is appropriate for the matter to be heard at Divisional level, a senior member of another Dept will be appointed to hear the grievance.

Timings given are the normal expectation, but may not be possible due to pressure of work or complexity of cases.