## Disciplinary and Grievance Procedures for Student Campus Partners

## Grievances

If a Student Campus Partner, has a grievance relating to their assignment, they should attempt, as far as is reasonably possible, to resolve the grievance informally through discussions with the manager of the assignment or the Employment Services, as appropriate. The Student Campus Partner may wish to seek advice from a trade union representative or, for issues covered by the [Policy on the Protection of Dignity at Work and Study](http://www.exeter.ac.uk/staff/equality/harassment/protectingdignity/), a Harassment Adviser, to facilitate the informal resolution of their concerns.

If the grievance cannot be resolved informally through discussions, because informal discussions are inappropriate or have failed to resolve the grievance, then the Student Campus Partner should write to the Director of Human Resources clearly stating the issue about which they are aggrieved and the remedy sought.

The Director of Human Resources will refer the grievance to another manager in Human Resources for consideration. Where appropriate, the Student Campus Partner will be invited to a meeting to discuss their grievance and may be accompanied by a trade union representative or fellow worker. The manager considering the grievance will write to the Student Campus Partner advising of their decision.

If the Student Campus Partner is not satisfied with the decision, they may submit a written appeal to the Director of Human Resources within one week. The appeal should provide a full written statement of the grievance to be considered, together with the remedy sought. The appeal will be considered by a manager nominated by the Director of Human Resources who has not been previously involved. The outcome of the appeal will be notified to the Student Campus Partner in writing and this decision will be final within the procedures of the University.

## Performance and conduct

Minor shortfalls in performance or minor breaches of discipline (e.g. lateness, careless mistakes, lack of attention to detail/instructions/procedures) will be discussed with the Student Campus Partner by the manager of the assignment or the Employment Services Manager, as appropriate. The Student Campus Partner may be offered additional support, training, advice, guidance or counseling, as appropriate.

In cases of more serious shortfalls in performance or breaches of discipline or repeated minor shortfalls/breaches, the Employment Services Manager (or other manager in Human Resources) will invite the Student Campus Partner to a meeting to discuss the concerns. The Student Campus Partner may be accompanied by a trade union representative or fellow worker. Following the meeting, the manager will write to the Student Campus Partner advising of their decision. The manager may give the Student Campus Partner a written warning or, where appropriate, may decide that that Student Campus Partner should be removed from the Programme and terminate any current assignment.

If the Student Campus Partner is not satisfied with the decision, they may submit a written appeal to the Director of Human Resources within one week. The appeal should state the grounds on which it is made. The appeal will be considered by a manager nominated by the Director of Human Resources who has not been previously involved. The outcome of the appeal will be notified to the Student Campus Partner in writing and this decision will be final within the procedures of the University.