

## **Guide to Fitzwilliam College Grievance, Complaint and Disciplinary Procedures**

### Context: University Policies and Procedures

The University has a number of policies and procedures relevant to complaints and grievances, notably:

#### [Student Complaints](#)

##### [Dignity@Study](#)

[adopted by the College (Tutorial Committee, 26 April 2011)]

##### [Dignity@Work](#)

Members of the College who are considering how best to approach the reporting and resolution of difficulties will find the guidance in those documents helpful, and in some cases may wish to pursue grievances according to the procedures that they outline. However, the ‘Dignity@Study’ document includes the following note:

Colleges are legally independent of the University and as such have their own complaints and review procedures. Complaints, including allegations of harassment or bullying, which arise within the college teaching, learning and working environment will normally be dealt with under the appropriate college procedure.

### College Procedures

There follows a schematic guide to the various College-based routes available to members of the College community. In setting these out it is important to emphasise the separation of the procedures for considering complaints or grievances from the disciplinary procedures which may follow in some cases.

### Complaints

The College procedure to be followed will depend on the status of the complainant.

<b>Complainant</b>	<b>Procedure</b>	<b>Location</b>
Junior Member of College	Fitzwilliam College Student Complaints Procedure	<a href="#"><u>Appendix 8 to the College Regulations</u></a>

Senior Member of College	Statutes of the College	<a href="#">Statute XLII (Part VI)</a>
Member of College staff	Fitzwilliam College Staff Regulations	<a href="#">Individual Grievance Procedure, supported by sections on Anti-Harassment and Bullying at Work</a>

If a complaint relates to the conduct of a Junior or Senior Member of another college, the person nominated to hear the complaint under the relevant procedure will contact that college's Senior Tutor or Head of House, as appropriate. If a complaint relates to the conduct of a Senior Member or employee of a Faculty, Department or other University institution, the person nominated to hear the complaint under the relevant procedure will contact that institution's Chair or Head.

### Disciplinary Action

The College procedure to be followed will depend on the status of the person against whom action is to be taken:

<b>Disciplinary action to be taken against</b>	<b>Procedure</b>	<b>Location</b>
Junior Member of College	College Ordinance on Discipline	<a href="#">Statute XLVIII.2</a> (included as Appendix 1 to the College Regulations)
Senior Member of College	Statutes of the College	<a href="#">Statute XLII</a>
Member of College staff	Fitzwilliam College Staff Regulations	<a href="#">Disciplinary Procedure</a>

If a complaint arises while a Junior Member is working as staff during Vacation he or she should be treated as a staff member for the purposes of any complaints or disciplinary procedure.