

UCL Judicial Institute

Dealing with Grievances

Module 1 - Avoiding grievances and the informal resolution of grievances

31st January 2017

Course Evaluation

For each question below (1-6) please tick the word or phrase that most reflects your view.

The learning outcomes are set out below. For each one please indicate whether you thought it had been achieved fully, substantially, in part or not at all. (Please tick your chosen word or phrase.)

By the end of the course participants will:

1. Have refreshed their knowledge and understanding of UCL's Staff Grievance Policies and Procedures

Did we achieve this?

Fully	Substantially	In part	Not at all
12	11		

2. Have identified how early stage grievance concerns arise and how they might be best managed.

Did we achieve this?

Fully	Substantially	In part	Not at all
17	4	2	

3. Appreciate the value of informal resolution and identified the skills needed to achieve this.

Did we achieve this?

Fully	Substantially	In part	Not at all
15	8		

4. Be able to identify when a grievance is properly dealt with by an informal process and when a grievance should be subject to UCL's formal procedure

Did we achieve this?

Fully	Substantially	In part	Not at all
7	15	1	

5. Appreciate the function and substance of a formal investigation and be familiar with the UCL template form and the skills necessary for carrying out a good investigation.

Did we achieve this?

Fully	Substantially	In part	Not at all
6	11	6	

6. Be able to identify the rights of complainants and respondents under the UCL Procedures and the responsibilities of UCL to both parties.

Did we achieve this?

Fully	Substantially	In part	Not at all
9	13	1	

7. Is there any element of the course that worked particularly well?

Comments:

- Case study.
- The variety of delivery approaches, balance of information and interactive style.
- Course facilitators presented well.
- Table discussions.
- Expert facilitator on every table. Combination of HR staff & UCL Judicial Institute.
- I found working on and discussing the case study particularly helpful. Probing questions from the facilitators made me think and re-consider/ reflect on my initial response/thoughts.
- Enjoyed the opportunity to network and discuss with colleagues their experiences of managing these processes.
- Group discussions were very useful: in particular, the facilitators being able to initiate discussions.
- Good venue, Interactive nature of event & excellent facilitators.
- The whole format worked really well and was run extremely professionally and to time. All facilitators were great and I found it extremely interesting and informative. All facilitators really engaged and had prepared really well and that made the course so good.
- The group discussions.
- I think it was very thorough & really useful as a refresher all illuming reflective thought.
- Discussion & quiz.
- Group discussions then open discussions on same topics.
- Good balance between discussion and formal presentation.
- Having a dedicated facilitator to help drive the points at each table.
- Group discussion on case studies.
- Great to have facilitators on tables.
- all of it – very well organized and interesting.

8. Is there any aspect of the course that needs changing?

Comments:

- No
- Would be helpful to have slides at start.
- More guidance on investigating a grievance as an officer.
- A bit more time for questions.
- No.
- No & thanks.
- No.
- More time & read preparatory materials allowing for participants own workloads.
- Notes to be handing out at the very beginning to enable participants to jot their notes next to the relevant slides. It would have been nice to have more time on group discussions. I realise there was a time schedule but some parts felt a bit rushed & it would be nice to have had more time for further discussion.
- Worked well for me.
- N/A.
- After Sharon Simmons exercise, not clear what we were supposed to do in terms of considerations for the flip chart.
- Recognition of support for managers of individuals who are bringing grievances on either complainant or respondent side. Support information for respondents.
- The initial quiz was perhaps not so effective. Realistically dealing with grievances is something that most of us (thankfully) spend very little time doing, & we've therefore never going to remember the details from one occasion to the next. Much more important simply to know what is covered by the Grievance Policy.
- More clarity on how the end of the Informal Grievance process works at all. Still feel unsure!
- Time to look very closely at the policy & process documents/templates & questions to be raised.
- More time for questions & discussion on answers – this may be addressed as the course progresses.

Thank you for completing this questionnaire.