

**ROYAL HOLLOWAY  
University of London**

**Document 8**

**HERA APPEALS PROCEDURE**

If you have any queries or seek clarification on points arising from the HERA process or its outcome, you should, in the first instance, contact your departmental mentor or Personnel. If you have substantive concerns and/or wish to appeal against the grading allocated to your post under HERA you will need to refer to the relevant Personnel Officer or union representative. Staff will be able to use the appeals procedure if the grounds detailed below apply. Separate procedures, which can be initiated at any time, apply if there are allegations of discrimination.

**Grounds for Appeal**

The following constitute valid grounds for appeal.

1. Procedural errors (at any stage), which may include incorrect or incomplete documentation, or problems at the interview or signing-off stage.
2. There has been failure to consider all relevant evidence.
3. The appellant disagrees with scoring on particular factors.

**Miscellaneous**

Please note that appeals may mean that HERA scores are recalculated and might therefore increase, decrease or remain the same.

There is a two-stage process for appealing against the grading allocated to your post which is outlined below. Please note that Stage (i) should be completed before advancing the appeal to Stage (ii).

**The Process**

***i. Informal Stage***

Every attempt should be made to resolve any concerns informally. The appellant should put their concerns in writing to the Director of Personnel by 31 October 2007\*. The statement of concerns should include the grounds for appeal and provide evidence where appropriate.

This stage will involve a meeting between the appellant, the Chair of the original Scoring Panel and the Trade Union representative from the panel. The meeting should focus on the factors giving cause for concern. Scores will not be changed at this stage.

The appellant should notify Personnel as to whether or not they wish their appeal to proceed to the formal stage, within four weeks of the meeting.

**ii. Formal Stage**

a) If the view expressed at the informal stage is that the original decision was based on incorrect or incomplete documentation, or any other procedural difficulty, then a further interview should be undertaken. This will be carried out by a different role analyst from the one involved initially if necessary. The documentation produced during this step must be agreed by both parties, i.e. the appellant and the second role analyst. It will then be assessed and the new score will be determined by a different scoring panel from the original panel.

b) If the appeal concerns the HERA scoring only, then the original agreed documentation will be submitted to a different scoring panel for consideration.

The decision of the panel at the second, formal stage is final.

Any increase in grading arising from the appeal, will be backdated to the date of implementation of the Framework Agreement, i.e. 1 August 2006.

Any reduction from the pre-implementation grade arising from the appeal, will lead to pay being protected in line with the agreed "red-circling" arrangements, again with effect from the implementation date of the Framework Agreement. Under the arrangements for appendix F of the Framework Agreement, the College will provide support and development opportunities for the member of staff. Should this situation occur, any overpayment will be reclaimed over a comparative time period to the one in which overpayment has occurred.

This appeals process applies to all roles being evaluated under the HERA/Pay Framework exercise implemented with effect from 1 August 2007 (effective 1 August 2006). An amended policy will be used for all appeals relating to job evaluation after this date.

\* Timescale for appeal will be 4 weeks from formal notification of HERA outcome for all posts from 3 October 2007.

7 June 2007