

GRIEVANCE PROCEDURE

THE INFORMAL GRIEVANCE STAGE

The council will endeavour to address matters informally with the member of staff raising the grievance. HR, or the line manager or manager appointed to review the grievance will aim to give the employee the opportunity to address matters informally and look for early resolution, prior to invoking stage 1 of the grievance procedure.

STAGE 1 - RAISING A FORMAL GRIEVANCE

Where informal approaches have been unsuccessful, the employee can raise a formal grievance by writing to their Line Manager (or to the next level of management where the grievance relates to their immediate Line Manager). The employee should provide all details e.g. people involved, description, dates, times and events. Where appropriate the employee should make suggestions regarding their desired outcome.

N.B. Any issues/concerns must be raised within 3 months of an event occurring (subject to extenuating circumstances)

NB: HR reserve the right to appoint an independent investigating officer at this stage if deemed necessary.

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Acknowledgement

Normally and where possible, within 2 working days of receiving the **written grievance**, the Line Manager must acknowledge receipt of the grievance and explain the procedure to be followed.

The manager, after consultation with HR, will arrange a meeting to hear the grievance normally and where possible within 5 working days.

Grievance Hearing

The employee will be sent a letter inviting them to attend a grievance hearing giving them no less than 7 working days notice. The letter will inform the employee of their right to be accompanied / represented by a Trade Union official or colleague of their choice, during the hearing. If the employee or their representative cannot attend, the hearing may be rescheduled by mutual agreement

The employee's line manager (or the next level of line management if the grievance relates to the immediate line manager) will hear the grievance and may be accompanied by a colleague or member of the HR department with a view to resolution. The employee will re-iterate their grievance, providing any relevant evidence and suggested resolutions. There will be the opportunity to ask questions for further clarification. The Line Manager hearing the grievance must adjourn and carefully consider the best course of action.

NB; If the outcome of the grievance hearing is further investigation the following steps must be followed:

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- Conduct an investigation – (this may be the starting point of a grievance complaint prior to the grievance hearing taking place.)
- This may include appointing an independent investigating officer who will produce an investigation report
- Reconvene grievance meeting, putting in writing to all parties to consider the findings of the investigation report
- Follow stage 1 above.

Outcome of Grievance Hearing

The outcome of the grievance hearing will be confirmed in writing where possible within 7 working days of the hearing taking place unless further investigation needs to take place then the manager will keep the employee fully informed as to their progress.

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NB – complex cases may fall outside these timescales, however in such cases, all parties should endeavour to communicate any reason for delay in writing.

The outcome from the meeting might be the following:

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1. Grievance is upheld and a solution is put forward
2. Grievance is not upheld
3. Investigate the grievance further
4. Request additional information/clarification

STAGE 2 – APPEAL (to next level of Manager or Manager’s peer)

If the employee wishes to appeal against the outcome of the hearing, the employee should do so in **writing** to the manager’s manager stating the reasons for their dissatisfaction and grounds for appeal no later than 7 working days after the receipt of outcome letter is received.

Then follow the appeal process outlined below:-

Acknowledgement

Where possible and within 2 working days of receiving the **written appeal**, the Line Manager must acknowledge receipt of the appeal and explain the procedure to be followed.

The manager, after consultation with HR, will arrange a meeting to hear the appeal where possible within 5 working days.

Appeal Hearing

The employee will be sent a letter inviting them to attend an appeal hearing giving them no less than 7 working days notice. The letter will inform the employee of their right to be accompanied / represented by a Trade Union official or colleague of their choice, during the hearing. If the employee or their representative cannot attend, the hearing may be rescheduled by mutual agreement

The hearing will be conducted by the Manager with a view to resolution. The employee will explain their grounds of appeal, providing any relevant evidence and suggested resolutions. There will be the opportunity to ask questions for further clarification. The Manager hearing the appeal must adjourn and carefully consider the best course of action.

The outcome from the meeting might be the following:

1. Grievance appeal is upheld or grievance appeal not upheld
2. Propose a solution
3. Further investigation of points raised at appeal
4. Request additional information/clarification

Outcome of Appeal Hearing

The outcome of the appeal hearing will be confirmed in writing within 7 working days of the hearing taking place unless further investigation needs to take place when the manager will keep the employee fully informed as to their progress

The decision of this appeal hearing is final and constitutes the completion of the grievance procedure.

