
GRIEVANCE PROCEDURE

Section:	Grievance and Dignity at Work
Source:	Council – April 1983
Issue Date:	March 1990
Amended:	May 1998 / November 1998 / March 1999 / 24 th June 2004 / April 2009 / June 2013 / November 2013 / June 2022
Appendices:	(A) Grievance Procedure Report Form / (B) Guidelines & Flowchart

Preamble

1. The procedure recognises that all employees should have the right to seek redress for their grievances. The aim of the procedure is to settle any grievance **speedily and as close as possible to the point of origin**.

Scope

2. The procedure applies to all employees other than teachers; it does not apply to employees in schools, although it is recommended for their use.
3. The procedure excludes matters relating to:
 - Appeals against grading
 - Discipline and Dismissal
 - Harassment
 - Matters over which the Council has no control
4. The grievance procedure will not be available to employees who:
 - (a) have been notified of the date of an interview or disciplinary hearing concerning an alleged act of misconduct by them and whose declared grievance is connected with that matter.
 - (b) have been notified of the date of an interview or formal hearing concerning alleged unsatisfactory performance by them and whose grievance concerns, or is connected with, that matter or the arrangements for that interview or hearing.
 - (c) have grievances which are:
 - (i) matters of principle; or
 - (ii) the subject of, or appropriate to, the collective differences/disputes procedure agreed between the Council and the recognised trade union and given in the constitution of the Local Joint Consultative Committee. References beyond local level will be in accordance with the prevailing regional and/or national agreements.
 - (d) fail to comply with the relevant time limits in the procedure, unless management and the employee (or their representative) concur in advance to a particular time limit being waived.

- (e) attempt to restart the grievance procedure in respect of a grievance which has been heard under the procedure within six months of that hearing.

Procedure

5. Employees must first discuss a grievance on the relevant subject with their Supervisor as soon as possible and no later than **two months** of the event giving rise to the grievance.
6. The Supervisor must reply orally as soon as possible and, in any case, within **two working days**.
7. If the employee is not satisfied with a reply or does not receive a response within the agreed timescale, he/she is free to see his/her Trade Union/Staff Representative who must, if appropriate, take up the matter with the Supervisor within **one week**.
8. If the employee continues to be aggrieved, he/she or his/her representative must, within **one week**, submit the grievance to the Supervisor for transmission to the Assistant Director (or nominated manager). At this stage the grievance must be put in writing on the "Grievance Procedure Report" form and the employee and his/her representative should keep a copy.
9. The Assistant Director (or nominated manager) must, within **one week**, notify the employee of the arrangements for a meeting with the aggrieved party(s) and management response and, if desired, a Trade Union Representative. (This meeting must be arranged after consultation with the Personnel Department and take place within a **two week** period).
10. As soon as possible, and not later than **one week** after this meeting, the Assistant Director (or nominated manager) must confirm the decision in writing. He/she may uphold the grievance or refer the matter back with comments or reject the grievance.
11. Where an employee is dissatisfied with the reply of the Assistant Director, or in cases where there is a complaint against the Assistant Directors' personal decision or action, the employee must confirm this in writing to the Assistant Director within **ten working days**, quoting the reasons for complaint. The grievance will then be heard by a nominated Chief Officer.
12. The nominated Chief Officer will be advised as appropriate by a representative from Personnel. The nominated Chief Officer must hear the complaint within **four weeks** and confirm the decision in writing.
13. The matter will end at this point.

Other Matters

14. At all stages in the above procedure, an employee or group of employees sharing a common grievance, may be represented by a Trade Union or another person of their choice.
15. If, at any stage, in this procedure, except the final stage, the matter has not been dealt with within the stated time limits, the employee(s) will be entitled to continue to the next stage.

16. Appeals against suspension of sick pay must be submitted on the "Grievance Procedure Report" form to the Assistant Director within **one week** of being notified of the suspension and will be considered by a nominated Chief Officer, as described in paragraph 11 of the procedure within **one week**.

Review of Procedure

17. The operation of this procedure is subject to review by the Chief Personnel Officer, which may result in changes, subject to consultation with the Trade Unions.



Private and Confidential

GRIEVANCE PROCEDURE REPORT

To Assistant Director _____

Department: _____

Name(s) of aggrieved employee(s): _____

Post title(s): _____

Work location: _____

Telephone No: _____ Work: _____ Home: _____

Trade Union: _____

Name of representative: _____

Name of Supervisor: _____

Post Title: _____

Date Grievance first reported to Supervisor: _____

Date of Supervisor's oral reply: _____

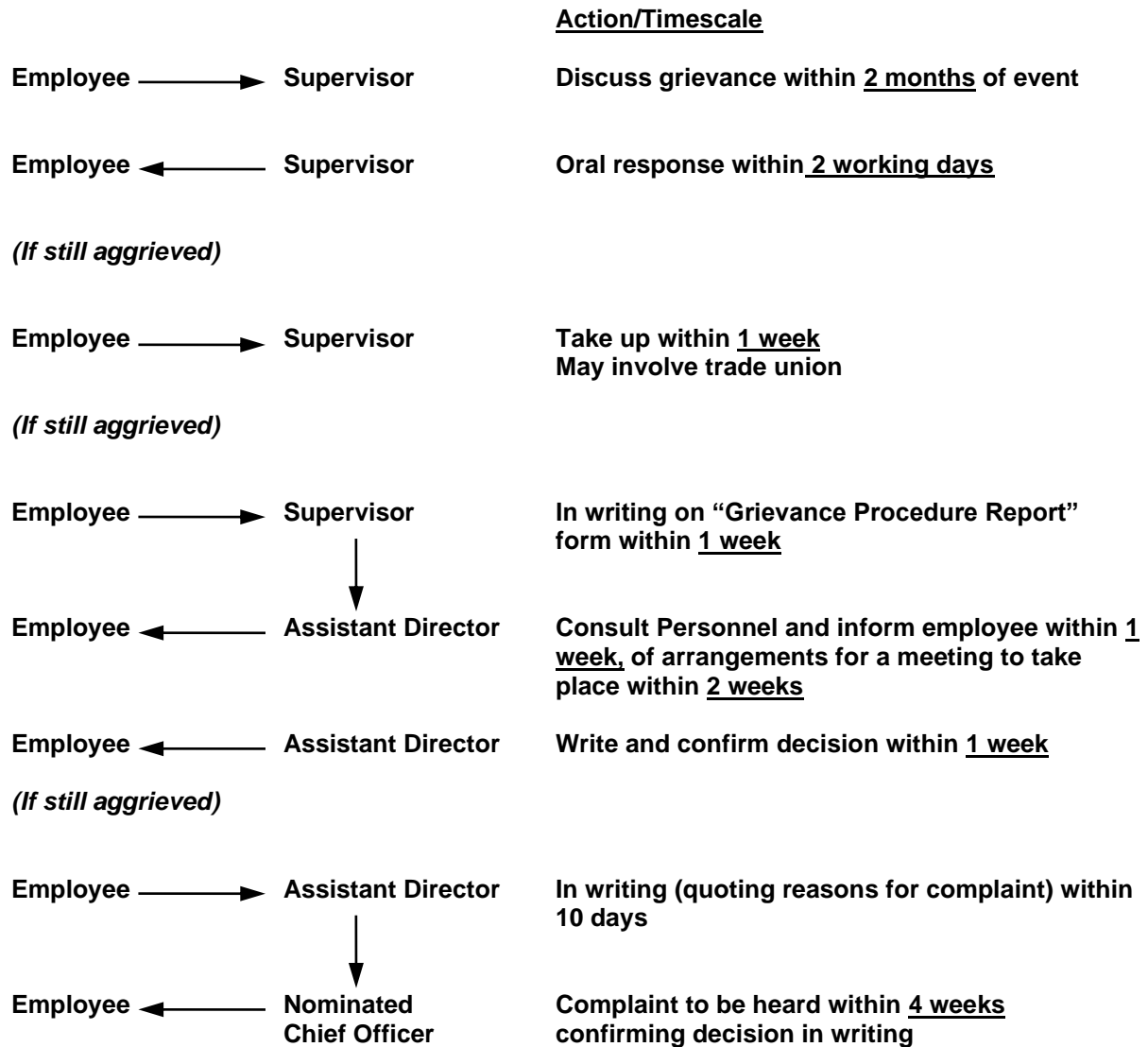
DETAILS OF GRIEVANCE:

[Please be as explicit as possible, include all relevant details, locations, dates, times, witnesses (if appropriate) etc.]

GUIDANCE ON THE GRIEVANCE PROCEDURE

1. It is important that the procedure is adhered to by all parties.
2. It is important to try to resolve matters quickly and as close to the source of the grievance as possible. This prevents problems being unnecessarily extended over long periods of time and the associated anxieties which this may cause. If you have a grievance you should raise it, in the first instance, with your supervisor. In the event that your grievance is about him/her, you should raise it with his/her line manager.
3. If dissatisfied with the response you receive, you can move through the stages of the grievance procedure. The flow chart, on the reverse of this page, outlines the procedure and indicates the time limits for each of the stages.
4. A grievance will only be processed beyond the initial "talking" stage if the "Grievance Procedure Report" form is completed.
5. In completing the grievance form, it is important that you clearly indicate all relevant information, particularly the date on which the subject of the grievance first arose. This will assist in ensuring that the time limits are adhered to. In the event that you do not comply with the time limits, the procedure will not be available to you; similarly, if the management side does not comply with the time limits, you will be entitled to continue to the next stage. It should be noted that it is possible to waive the time limits, by agreement and in advance, between management and the employee concerned [paragraph 4(d) of the procedure].
6. Matters excluded from the grievance procedure are listed at paragraph 3. They are self explanatory in the main, however, examples of "Matters over which the Council has no control" would include Pension Scheme rules, National Insurance, Income Tax etc..
7. If you wish to appeal against a suspension of sick pay you must complete the grievance form but note that a grievance on this issue will be considered, in the first instance, by a nominated Chief Officer as detailed in paragraph 16.

GRIEVANCE PROCEDURE FLOWCHART



Note: A "fast track" system is in place with regard to grievances relating to the suspension of sick pay. Full details are contained within the Council's Grievance Procedure.