

APPENDIX A

Grievance Procedure

Summary

1. This procedure is designed to deal with employee grievances. It is intended to ensure that:
 - Issues are raised and dealt with promptly
 - Issues are dealt with consistently by all parties
 - Any necessary investigations are carried out to establish the facts
 - Employees have an opportunity to put their case before any decisions are made
 - Employees can be accompanied at any formal grievance meeting
 - An appeal process exists
2. It does not apply when a grievance is raised on behalf of two or more employees by a recognised trade union.

What is a Grievance?

3. Grievances are concerns, problems or complaints that employees raise with their employers. Examples of issues that may can grievances are:
 - Terms and conditions of employment
 - Health and safety
 - Work relations
 - Bullying and harassment
 - New working practices
 - Working environment
 - Organisational change
 - Discrimination

Raising the grievance

4. Employees are expected to raise grievances informally with the appropriate manager as soon as possible after the concern or problem arises.
5. If it is not possible to resolve a grievance in this way employees should raise the matter formally and without unreasonable delay with a manager who is not the subject of the grievance.

Resolving the grievance

6. Once a grievance has been raised formally, the manager will arrange for a formal meeting to be held without unreasonable delay. Where possible this will be within 5 working days.
7. At the meeting the employee will be allowed to explain the grievance and how he or she thinks it should be resolved. So that the facts can be established, the meeting may include the manager who made the decision that is the subject of the grievance or the meeting may be adjourned for any investigation needed.
8. After the meeting the manager will decide on what action to take, if any, and tell the employee in writing. That notification will be made without unreasonable delay (where possible this will be within 5 working days) and will include the action, if any, that will be taken to resolve the grievance. It will also include details of the employee's right to appeal.

Right to Appeal

9. Employees have the right to appeal against any decision taken. Appeals should be made in writing and state the grounds of the appeal and be made without unreasonable delay.
10. Appeals will be heard by a panel of councillors who have not previously been involved in the case.
11. Employees have a right to be accompanied at appeal hearings and the results of any appeal will be confirmed in writing.
12. Appeal decisions will be confirmed in writing without unreasonable delay. Where possible this will be within 5 working days.

Right to be Accompanied

13. Employees have a right to be accompanied at both the formal meeting and the appeal meeting.
14. The companion may be a fellow worker, a trade union representative or an official employed by a trade union. A trade union representative

who is not an employed official must have been certified by their union as being competent to accompany a worker.

15. Employees may be accompanied when they have made a reasonable request. What is reasonable will depend on the circumstances of each individual case, but as an example, it would not normally be reasonable for the companion to be someone who might prejudice the hearing.
16. Companions may address the hearing to put and sum the employee's views, respond to any views expressed and confer with the employee. Companions do not have the right to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the managers from explaining their case.

Relationship with Disciplinary Cases

17. Where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, grievances and disciplinary cases that are related will be dealt with together.