



Grievance Procedure - Stages 1 to 3

Stage 1

If a member of staff has a grievance, s/he should first endeavour to resolve the matter through discussion with his/her immediate manager. The two parties should identify and agree upon any action required to resolve the issue, including timescales. This should be recorded by the immediate manager, agreed by the aggrieved person, and a copy sent to the member of staff and Human Resources (HR) for inclusion on the individual's personal file.

If the member of staff is dissatisfied with the outcome of these discussions, s/he may proceed to Stage 2.

Stage 2

The member of staff should submit the grievance in writing, within 10 working days of the stage one meeting, to the line manager on form GRP2 (obtainable from HR/Infolink) and include any written documentation that they wish to have considered. The member of staff should retain a copy of the completed form GRP2 and all other documentation. The line manager will complete Section 2 of form GRP2, also including any written documentation that they wish to have considered, and pass it to the more senior line manager.

The senior manager should hold a meeting with the individual within ten working days of the written grievance being received. The manager must inform the individual, in writing, of the date, time and location of the meeting, of the individual's right to be represented by a person of his/her choice and how any reasonable adjustments or special needs will be met. If any other member of staff is involved in the grievance, the senior manager should arrange for him/her to be available, if appropriate. The meeting will be conducted and minuted in accordance with Section 5 of the accompanying guidance notes.

At the meeting, the member of staff will be given an opportunity to explain the nature of and reasons for the grievance. The purpose of the meeting will be to resolve the grievance, and the senior manager must therefore ensure that all parties involved have an opportunity to participate.

Wherever possible, the senior manager will give a decision verbally to the member of staff at the end of the meeting, following an adjournment. Written confirmation of the decision must be given within ten working days of the meeting, and must include details of the next stage of the procedure. The senior manager should complete Section 3 of form GRP2 and forward the form with all relevant documentation to HR within five working days of the meeting.

A member of staff who is dissatisfied with the outcome of Stage 2 may proceed to Stage 3 below.

Stage 3 ~ Appeal

If the member of staff considers that the grievance has still not been satisfactorily resolved, the grievance will be referred to a panel of Councillors who have not previously been involved with the case. The individual must submit form GRP3 to HR within ten working days of receiving written confirmation of the decision under paragraph 5 of Stage 2 above. HR will send a copy of form GRP3 to the senior manager who handled Stage 2.

The HR Manager will liaise with the Chief Executive to consider how the grievance can best be handled.

If appropriate, the Chief Executive will convene a meeting comprising:

- A panel of Councillors who have not previously been involved with the case
- Such other senior colleagues as the Chief Executive considers appropriate (subject to not having been previously involved)
- The Director of Business Support (or nominee), to act as an adviser
- The aggrieved person
- His/her representative and special needs support if required
- The manager responsible for chairing the Stage 2 meeting

The member of staff will receive written notification of the arrangements for the meeting within ten working days of submitting form GRP3 to HR. The meeting will be held within ten working days of the date of this notification. If the grievance is against another member of staff, this individual will receive similar notification of the arrangements. Wherever possible, a verbal decision will be given to the member of staff at the end of the meeting, following an adjournment. The member of staff will be advised in writing of the outcome within ten working days of the meeting. A copy of the notification will be held on the individual's personal file in HR.

This is the final level of appeal.

Grievance Procedure Summary Table

Stage	Form	Timescale	Who is involved?	Outcome
1	Not required	Meet and aim to resolve as soon as possible	Line Manager, aggrieved staff member and special needs support if required to meet and resolve grievance	If resolved, summary of agreed action to resolve grievance to be written, signed by both parties and sent to HR. If not resolved move to Stage 2 within 10 working days of the Stage 1 meeting
2	GRP2 to be completed by member of staff (copy retained) and given to Line Manager	Meeting to be held with aggrieved staff member within 10 working days Additional support documentation to be sent to line manager with form GRP2.	Line Manager to complete section 2 of form GRP2 and pass to the next most senior manager within five working days, unless this person has already been involved in Stage 1 of the procedure, in which case it should be the next most senior person Appointed Manager to meet with aggrieved person, their representative, special needs support if required and HR to resolve the grievance	Appointed Manager to complete section 3 of form GRP2 and pass to HR. Outcome of meeting to be confirmed in writing within 10 working days If not resolved move to Stage 3
3 Appeal	GRP3 to be completed by member of staff (copy retained) and given to HR	GRP3 form to be completed within 10 working days of the written outcome of stage 2 Written notification of arrangements for meeting to be sent to staff member within 10 working days Meeting to be held within 10 working days of written notification of arrangements	<ul style="list-style-type: none"> • Councillors • Senior staff • HR Manager • Aggrieved person • Staff member representative • Hearing Manager from Stage 2 • Special needs support if required 	Member of staff will receive written notification within 10 working days of the outcome of the meeting This is the final stage of appeal