



GRIEVANCE POLICY

If employees have a complaint relating to their work, their working conditions, their pay and benefits, working hours, or treatment at the hands of their fellow workers, or if they are concerned about their health and safety or a breach of their statutory employment rights or any other issue affecting their employment, they should first talk the matter over on an informal basis with their immediate line manager. He/she will discuss your concerns in confidence, make discreet investigations, and attempt to resolve the matter speedily and fairly.

Unless this procedure has been followed, no action will be taken by either party (except in an emergency or other essential circumstances and then on a temporary basis) that:

- Seeks to impose a change in the terms and conditions of employment
- Is contrary to existing practice
- Results in the dismissal of an employee other than for gross misconduct

Issues that have been raised as part of another dispute resolution procedure (for example, Dignity at Work Policy) will not be considered under this procedure. This procedure does not apply to disciplinary matters, which will be dealt with under the Disciplinary Procedure, or to matters covered by statutory provision such as income tax, national insurance or superannuation scheme rules, or to grading of posts or redundancy.

Stage 1

If employees prefer to put their complaint or grievance on a more formal footing, they should write to their line manager (or to another supervisor or appropriate officer) setting out their grievance and the basis for it and ask for a meeting. Employees have the legal right to be accompanied at that meeting, and at any further such meetings, by a fellow worker or a full-time trade union official of their choice. The meeting shall be arranged to explore the issues and a reply shall be given within two working days. If their line manager cannot resolve their difficulty to their satisfaction they have the right to pursue the matter further through an appeal to his or her line manager (or to another supervisor or appropriate officer). Employees should submit an appeal in writing within 10 working days of receipt of the written response.

Stage 2

On receipt of an appeal, the line manager will arrange to meet with the employee to discuss the grounds for their appeal. He or she will subsequently make his/her decision and provide them with a written response within seven working days. If employees are still unhappy about the outcome, they should ask him/her to send a copy of his/her written decision to the Director of the Service within the next ten working days, together with a copy of the original complaint.

Stage 3

The relevant Director will discuss the issue with the employee at a meeting convened for that purpose within ten working days. He/she will give their decision in writing within the next ten working days. The Director's decision will be final.

Former Employees

Where a former employee wishes to raise a grievance, he/she should set out in writing the detail of their complaint and submit it to their former Director

within one month of the date of termination of employment. The grievance will be dealt with in accordance with the Complaints Procedure and a written response shall be made within 10 working days.