

GRIEVANCE PROCEDURE

Procedure for Settling Grievances

A grievance may result from a decision or action taken by the employee's line manager or supervisor, or by another employee in the same or in another service.

If a grievance concerns an employee with a different line manager from the aggrieved employee, the latter should nevertheless take it up with his or her own line manager, who will seek to resolve the matter with the manager of the other employee.

1. You should first raise the grievance with your line manager or supervisor.
2. Your line manager or supervisor should reply orally as soon as possible (and in any case within 2 working days).
3. If you are dissatisfied with the reply, you will be allowed to see your union representative, who may then take the matter up with your line manager or supervisor.
4. It is agreed that both initial steps should be kept at line manager or supervisor level.
5. If you continue to be aggrieved, you, or your union representative, should submit the grievance in writing to your line manager or supervisor, for transmission to the Head of Service (or acting Head).
6. The Head of Service (or other as above) will arrange a meeting with the interested parties, to take place within 5 working days of receipt of the written grievance.

7. Within five working days of this meeting the Head of Service (or other as above) will confirm the decision in writing.
8. Should you continue to be aggrieved in respect of your original complaint you should submit your grievance in writing to the HR Manager (or equivalent).
9. Human Resources will arrange an appeal to be heard by an appropriate more senior manager.
10. The decision of the manager hearing the appeal is final on the individual grievance. However, either side may raise issues of general principle or procedure arising from a grievance with Human Resources and, if necessary, at JNC.

NOTES

- a. An employee may be represented or be without representation.
- b. The procedure may be used by a group of employees sharing a grievance.
- c. A group of employees may be represented by a trade union official.
- d. A grievance may not be raised in response to notice of disciplinary action. The disciplinary procedure exists to ensure that all relevant matters can be addressed through disciplinary hearings and appeals.

About this procedure.

The appeals process has been amended to take in to account changes to the Committee Structure in the Council that have occurred over recent years. A revised policy is being developed in consultation with the trade unions.