

DIGNITY AT WORK - COMPLAINTS PROCEDURE FOR EMPLOYEES

Issue raised with Human Resources via appropriate line manager

INFORMAL PROCEDURE

HR Officer/Adviser seeks explanation from all parties concerned

HR Officer/Adviser makes a decision on whether an informal meeting is required

Yes

Informal meeting is arranged between both parties and a written record agreed

Record kept on a confidential file in Human Resources and situation monitored for up to one year if necessary

No

No further action taken

If agreement cannot be reached the complainant has the option of making a formal complaint

FORMAL PROCEDURE

Human Resources Employment Services team carries out a full investigation. At this stage all individuals should be informed that their statements may be used at a future disciplinary hearing. They should also be reminded that the Council will not tolerate harassment or victimisation and will take action to protect staff when they raise a concern in good faith.

HR Officer/Adviser refers full facts of the investigation (i.e. full pack and summary) to an independent Service Director / Head of Service to determine what action is required. At this stage a separate meeting with the individuals may be necessary (and witnesses).
The pack will not be shared with the individuals

Independent Officer will need to justify the reasons behind his/her decision was based on and determine if there is a case to answer and further action required.

Yes

Refer back to employing service area recommending Disciplinary Procedure be followed

Only at this stage will the findings of the Dignity at Work investigation be shared with the individual

No

Complainant notified in writing.
No investigatory findings are shared