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Grievance Policy



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If an employee has a grievance relating to his/her employment, he/she has the right to express it. Any grievance should be resolved as close to the point of origin as is possible.

STAGE 1

- (a) Where an employee is aggrieved on a matter arising out of his/her employment they should discuss the matter in the first instance with their immediate superior. Where an employee prefers to have their grievance handled for them by their trade union then the grievance should be reported to their trade union representative who will raise the matter with the employees immediate superior.
- (b) The employee's immediate superior will consider the grievance and provide a verbal response within 5 working days of the matter being raised.

STAGE 2

If there is no satisfactory solution within 5 working days then the employee or his/her trade union representative can request a meeting to discuss the matter with the immediate superior's manager who will make a decision.

STAGE 3

If the matter cannot be resolved or the employee is dissatisfied with the decision then the employee accompanied by his/her trade union representative may request a meeting with the Chief Executive/ Group Director/Director/ Service Director / Head of Service. Such a meeting will be held within 10 working days of the request being made. A note of the meeting will be made by the Chief Executive/ Group Director/Director/Service Director / Head of Service, who will make a decision.

STAGE 4

If the employee remains dissatisfied with the decision then the employee may appeal to an Appeals Panel of the Policy Committee. An employee may exercise their right of appeal by writing to the Director of Human Resources within 5 working days of the decision of the Chief Executive/ Group Director/Director/Service Director /Head of Service. The request must state the grounds for the appeal in full.

The Director of Human Resources will arrange a meeting of the Appeals Panel within 10 working days or at the earliest opportunity of receipt of the employee's request.

The employee will be invited to attend the Appeals Panel and may be accompanied by his/her trade union representative.

The Appeals Panel will determine on the matter and its decision will be final.