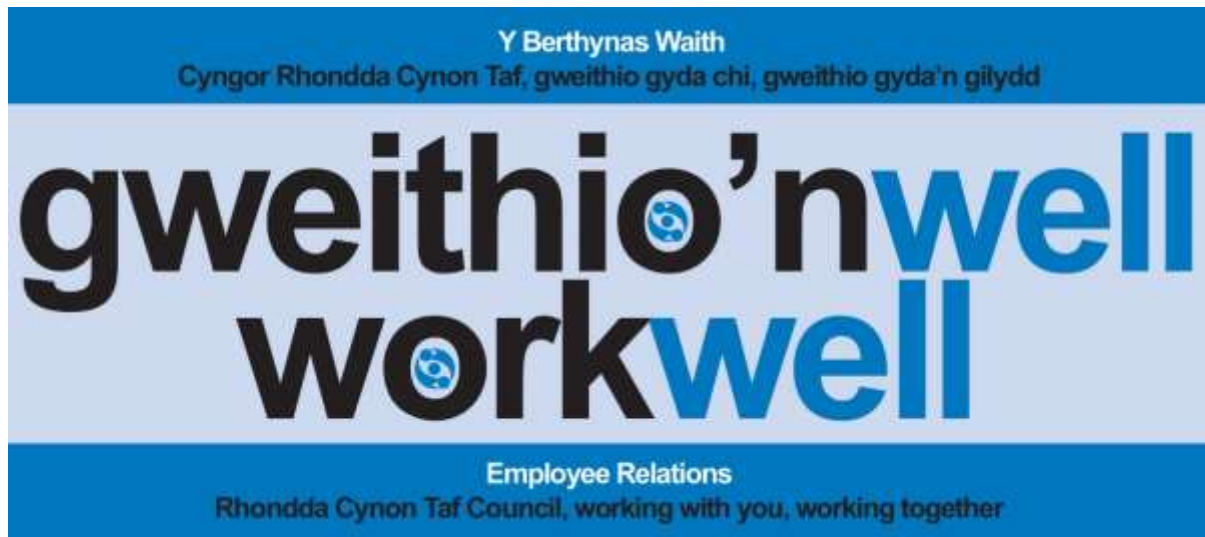


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Grievance Policy

This document is available in Welsh please see Polisi Gweithredu Cwynion



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Objective

A grievance is a concern, problem or complaint that an employee raises with their employer.

This policy relates to the resolution of grievances arising from employment. If an employee has a grievance relating to their employment, they have the right to express it and for a resolution to be sought.

Definition of a grievance

Issues that may cause grievances include;

- Terms and conditions of employment
- Health and safety
- New working practices
- Working environment
- Organisational change

Other issues may occur such as:

- Working relations
- Bullying and harassment
- Discrimination
- Any unwanted behaviours

These issues should fall within the Dignity at Work Policy in the first instance.

Aim

Any grievance should be resolved as close to the point of origin as is possible and to the satisfaction of both parties wherever practicable. The process should be open and transparent to allow for a fair hearing for all parties.

Process

Informal

- (a) Where an employee is aggrieved on a matter arising out of their employment they should discuss the matter in the first instance with their immediate Manager. 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 employee's immediate Manager. The employee should be clear about the grievance which should relate to the examples shown above.
- (b) The employee's immediate Manager will consider the grievance and provide a verbal response within 10 working days of the matter being raised where reasonably practicable. If the grievance is submitted in writing, then the response should be written.

- (c) If the employee or the Manager feels that the working relationship is difficult while the investigations are ongoing, they should discuss this with the manager above who may agree interim arrangements for workflow or supervision. If conflict coaching is appropriate then they may request this at any time directly with Human Resources, the Trade Union representative or via occupational health if this is appropriate.

Formal

If there is no satisfactory solution within 10 working days then the employee or their trade union representative can request a meeting to discuss the matter with an appropriate senior manager. The details of the grievance should be clearly set out in writing to that manager along with any supporting information. This must include details as to why the employee wishes to proceed to the next stage of the process.

At this stage an HR Officer will be asked to facilitate the gathering of all relevant information in order to assist the remainder of the process. This will include talking to all parties involved in the grievance. The manager will subsequently arrange a grievance meeting to be held without unreasonable delay ideally within 15 working days.

Employees language choice needs to be respected during this formal process.

Grievance Meeting

The meeting should allow for discussion and dialogue between all parties to allow the manager to reach a decision. Parties may be accompanied by a trade union representative or a work colleague and a note taker should also be present. The employee will be invited to restate their grievance and where appropriate other employees should be invited to respond. If the employee wishes for the meeting to be conducted in Welsh they should give 5 days' notice prior to the meeting. Absence of any notification will result in the meeting being conducted in English.

The manager should respond to the employee in writing and a copy should be sent to their line manager where appropriate. Language preference of the employee needs to be respected during this process.

Appeal

If the matter cannot be resolved or the employee is dissatisfied with the decision then the employee accompanied by their trade union representative or work colleague may appeal to an Independent Officer, Head of Service or above dependant on the grade of the Officer who held the formal meeting. This must be lodged within 5 working days and the grounds **must** be either:

1. A procedural flaw, clearly indicating what this was and how the policy was not correctly followed/applied.
2. The findings were inconsistent with the evidence presented providing written

- reasons for this; and/or
3. New evidence has come to light since the meeting and clarification must be given as to how this could have a bearing on the complaint.

The independent officer will arrange a meeting with the employee as soon as they are able to consider the grounds for the appeal as above. The purpose of this meeting is to consider the appeal under one or more of the three conditions and not to hear the grievance again.

Once this meeting has been held the Independent Officer will respond to the employee in writing and will notify the employee's line manager of the outcome.

Employees language preference needs to be respected during this process including any written correspondence.

MEMBER APPEAL

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 independent officer. The request must state the grounds for the appeal in full, which must be in line with the grounds shown as above.

The Director of Human Resources will arrange a meeting of the Appeals Panel at the earliest opportunity following the receipt of the employee's request.

The employee will be invited to attend the Appeals Panel and may be accompanied by their trade union representative or work colleague. The purpose of this meeting is to consider the appeal under one or more of the three conditions and not to hear the grievance again. If the employee wishes for the appeal meeting to be conducted in Welsh they should give 5 days' notice prior to the meeting. Absence of any notification will result in the meeting being conducted in English.

The Appeals Panel will determine on the matter and respond to the employee in writing. The panel's decision will be final.

Employees language preference needs to be respected during this process including any written correspondence.