

## **Annex 1**

# **GRIEVANCE PROCEDURE**

## **INTRODUCTION**

If you have a grievance relating to your employment, you have a right to express it and the following procedure has been agreed as being the most effective way for you to do so.

This procedure does not apply to warnings in respect of indiscipline, dismissals and rights of appeal, which are dealt with under the provisions of the Disciplinary, Capability and Dismissal Procedures. Neither does this procedure apply to appeals against salary grading. Inquiries regarding National Insurance, Superannuation and Income Tax should in the first instance be pursued with the Payroll section.

Every effort will be made to deal with your complaint as speedily as possible. Please remember that some cases need time to investigate fully. On your part, you are asked not to raise questions unrelated to your employment.

The procedures outlined in paragraphs (2), (3), (4) and (5), so far as is practicable, shall each be dealt with within two working days. If at any stage of this procedure a matter has not been dealt with within ten working days, you will be entitled to proceed to the next stage. This time limit may be altered by mutual agreement.

Whilst this Grievance Procedure is being followed, the status quo will be maintained.

## **PROCEDURE**

- (1) You are entitled, at any time, to take a matter up yourself or to consult your staff or trade union representative who may handle it for you or with you.
- (2) You should see your section head or immediate supervisor, as he/she is the person who, in most cases, can best respond to your complaint.
- (3) If you wish to pursue the matter after you have seen your section head or immediate supervisor, you may consult with your representative with a view to taking advice, and if agreed, to re-opening the discussions with your supervisor. If still dissatisfied, you (or your representative) should put your complaint in writing.
- (4) Your supervisor will pass the complaint on to the officer with overall responsibility for your section. He/she will consider your case and may discuss it with you if appropriate. You will be informed in writing of the decision reached.
- (5) Should you continue to be dissatisfied, you may ask for your complaint to be referred to your Chief Officer. Your complaint will be discussed by your Chief Officer with yourself and your representative if you wish, at a pre-arranged

meeting to which you will have been invited in writing, and the decision will be confirmed in writing, as will be your right of appeal.

- (6) Your appeal should be in writing to the Chief Executive within 5 working days of receipt of your Chief Officer's letter confirming the outcome of the grievance meeting. The appeal will be considered by the Chief Executive at a further meeting, at which your representative may accompany you. The outcome will be confirmed in writing and will be the final consideration of the issue by the Council. However, should your grievance be an example of an issue that affects a number of staff, it will remain open to your representative to raise the general issue at the Joint Employee Consultative Committee.
- (7) In the event that your grievance should be raised after your employment with the Council has ended, and up to 6 months thereafter, you may raise a grievance by addressing it in writing (explaining the basis for the grievance) to the Chief Executive. This will only apply to a matter that is unresolved at the date of termination of your employment. The Chief Executive will consider the issue as in section 6 above and will respond in writing unless you have requested a meeting. If the matter is to be dealt with in writing, you will be asked for your written agreement to this.

Personnel Services  
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