

**1.0 Introduction**

- 1.1 The following document sets out the procedure for dealing with grievances once they reach the formal stage.
- 1.2 Informal resolutions must be fully exhausted or considered impractical with agreement from an ER Consultant before this formal process is used.

**2.0 Steps to raise a Formal Grievance**

- 2.1 If a grievance cannot be settled informally, the employee may commence formal action by raising the issues in writing using the Grievance Form One (GF1) (appendix C to the policy) with their line manager (or the grandparent manager if the complaint is about the line manager). The employee should complete the form as fully as possible outlining clearly the reason(s) for their grievance with details of any events/actions (including dates, times and witnesses), that triggered the complaint and how they would like this resolved.
- 2.2 Once GF1 has been received the manager will acknowledge receipt of the grievance in writing within 2 working days and send the GF1 and grievance details to the HR Service Desk.
- 2.3 An ER Consultant, upon receipt of the GF1, will determine the next course of action and advise the employee and manager accordingly.
- 2.4 The next course of action would normally be to arrange a Formal Grievance Meeting within 10 working days of the manager acknowledging the GF1.
- 2.5 At the point of arranging a Formal Grievance Meeting, any named employee(s) who are the subject of the grievance will be informed in writing by the ER Consultant. They will be informed of the nature of the complaint but will not have sight of the GF1.

**3.0 Formal Grievance Meeting**

- 3.1 The employee will have a right to be accompanied by a relevant trade union representative or workplace colleague at the meeting. Legal representation is not permitted at any stage in this procedure.
- 3.2 At the meeting the Grievance Chair nominated to consider the grievance, supported by a member of the ER Consultants Team, will ask the employee to re-state their grievance and explain why any informal attempt to resolve the grievance has been unsuccessful or inappropriate. The employee will be given the opportunity to call witnesses and explain any documentary evidence.
- 3.3 Where the Grievance Chair is able, they will consider the grievance and reply to the employee, giving the decision verbally on conclusion of the meeting. The decision will be confirmed in writing within 2 working days.

- 3.4 Where the Grievance Chair is unable to answer the grievance without further investigation, the hearing will be adjourned and reconvened following the outcome of the proposed investigation being concluded, with the nominated manager's conclusion and decision being shared.
- 3.5 Where the Formal Grievance Meeting decision is either upheld or not upheld, the reasons will be confirmed in writing. The employee will be told at this stage that they can appeal (move to Formal Grievance Appeal Hearing) if they are not content with the decision reached.
- 3.6 If an individual has been named as the subject of the grievance, they will be informed of the outcome in writing by an ER consultant following the appeal stage.

#### **4.0 Formal Grievance Appeal Hearing**

- 4.1 Where an employee feels that their grievance has not been satisfactorily resolved, they have the right of appeal. The Formal Grievance Appeal Hearing is the final stage of the grievance procedure.
- 4.2 The appeal should be registered by the employee in writing using Grievance Form Two (appendix D of the policy) to the appropriate Director/Assistant Director. This should be made within 5 working days of receiving the outcome letter from the Formal Grievance Meeting.
- 4.3 Employees must register their appeal within this period otherwise they will be deemed to have accepted the decision of the Formal Grievance Meeting. Appeals will not be accepted after this period.
- 4.4 The Director/Assistant Director should send a copy of the form to the ER Consultant via the HR Service Desk.
- 4.5 The employee will be asked to explain clearly on the form why they are dissatisfied with the outcome decision, and what alternative solution they are seeking to resolve their grievance.
- 4.6 At this stage, any employee(s) that are the subject of the grievance will be notified by the ER consultant that an appeal has been submitted.
- 4.7 The Formal Grievance Appeal Hearing will be arranged, and the employee will be given no less than 5 working days' notice in writing. The employee has the right to be accompanied at this meeting by a trade union representative or workplace colleague.
- 4.8 The appeal will be heard by an appropriate manager providing they have not previously been involved in the case, supported by a member of the ER Consultants Team.
- 4.9 The manager will consider any representations made by the employee and/or their companion, those of the investigating officer and/or the manager who conducted the Formal Grievance Meeting and made the decision. The manager hearing the appeal

must decide on the basis of both sets of representations, together with any subsequent facts that may have come to light.

- 4.10 The manager hearing the appeal will carefully consider the matter and come to a decision in a reasonable timeframe (usually within 5 working days). If it is not possible to reach a decision within 5 working days, the employee will be given an explanation for the delay and told when the decision can be expected.
- 4.11 Where the Formal Grievance Appeal Hearing decision is either upheld or not upheld, the reasons will be confirmed in writing. The employee will be informed that this decision is final, and the grievance procedure has ended.