

Appendix 1 – Draft Grievance Policy and Procedure

Grievance Policy and Procedure

Policy Schedule		
Policy owner and lead	HR Service: Employee Relations and Policy Manager	
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Final V8	MH	01.09.20	As 7.4 above – to EAC.
Draft Version 2 Revised Policy	DM	9.02.23	Overall document has been reduced to provide clarity and navigation. Part of ACAS best practice.
	DM	9.02.23	Sections 1- 5 [Overall statement, aims and scope, principals simplified
	DM	9.02.23	Section 3.1 Clarity on reasons for grievance can be raised
	DM	9.02.23	Section 4.4 Probationary period amended to make clear about using informal approach
	DM	9.02.23	Section 6 – New Flow charts from Informal to appeal process
	DM	9.02.23	Section 7 – New Informal resolutions added to provide clarity on raising concerns and how informal resolution

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			will be sought emphasis on informal resolution is attempted before progressing to formal routes.
	DM	9.02.23	Section 16: Timescales – what staff and managers can expect, to reduce timeliness of investigations to be completed.

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Grievance Policy and Procedure

1. Policy Statement

- 1.1. Slough Borough Council is committed to creating a work environment where everyone is treated with dignity and respect. We foster a culture in which you can raise any workplace problems, complaints or concerns in a supportive framework, and we will ensure that all genuine grievances are dealt with promptly and fairly.
- 1.2. The council is committed to encouraging free and open communication between employees and their managers to positively support early informal resolution of concerns.
- 1.3. This policy does not form part of your contract of employment, and we reserve the right to amend or withdraw it at any time.

2. Aim of Policy

- 2.1. The aim of this policy is to provide a framework for resolving grievances and disputes in a fair, reasonable, timely and consistent manner at the earliest possible stage to resolve informally and close to the point of origin as possible.
- 2.2. This policy therefore encourages proactive and meaningful discussions to take place at the informal stage of this policy, and encourages employees to talk to the immediate line manager. The formal procedure should be a last resort after all efforts to manage the issues informally have been exhausted.

3. Overview

- 3.1. Grievances may be concerned with a wide range of issues, for example:
 - Working conditions or environment or operational management procedures
 - Employment rights
 - Terms and conditions
 - The way you are managed
 - New working practices
 - Unfair treatment
 - Opportunities for career development
- 3.2. This Grievance procedure cannot be used to raise concerns relating to outcomes from other council policies and procedures where a route of appeal exists within that policy.
- 3.3. Collective Grievances, raised by Trade Unions, are dealt with under the council's Collective Grievance Policy and Procedure.

4. Scope

- 4.1. This policy and procedure apply to all employees of the Council with the exception of schools based employees who are under the control of Governing Bodies.
- 4.2. The Chief Executive, Section 151 and Monitoring Officers may raise their concerns under this policy. However, where a concern is raised about one of these posts that may result in disciplinary action of dismissal being considered, a separate procedure applies.

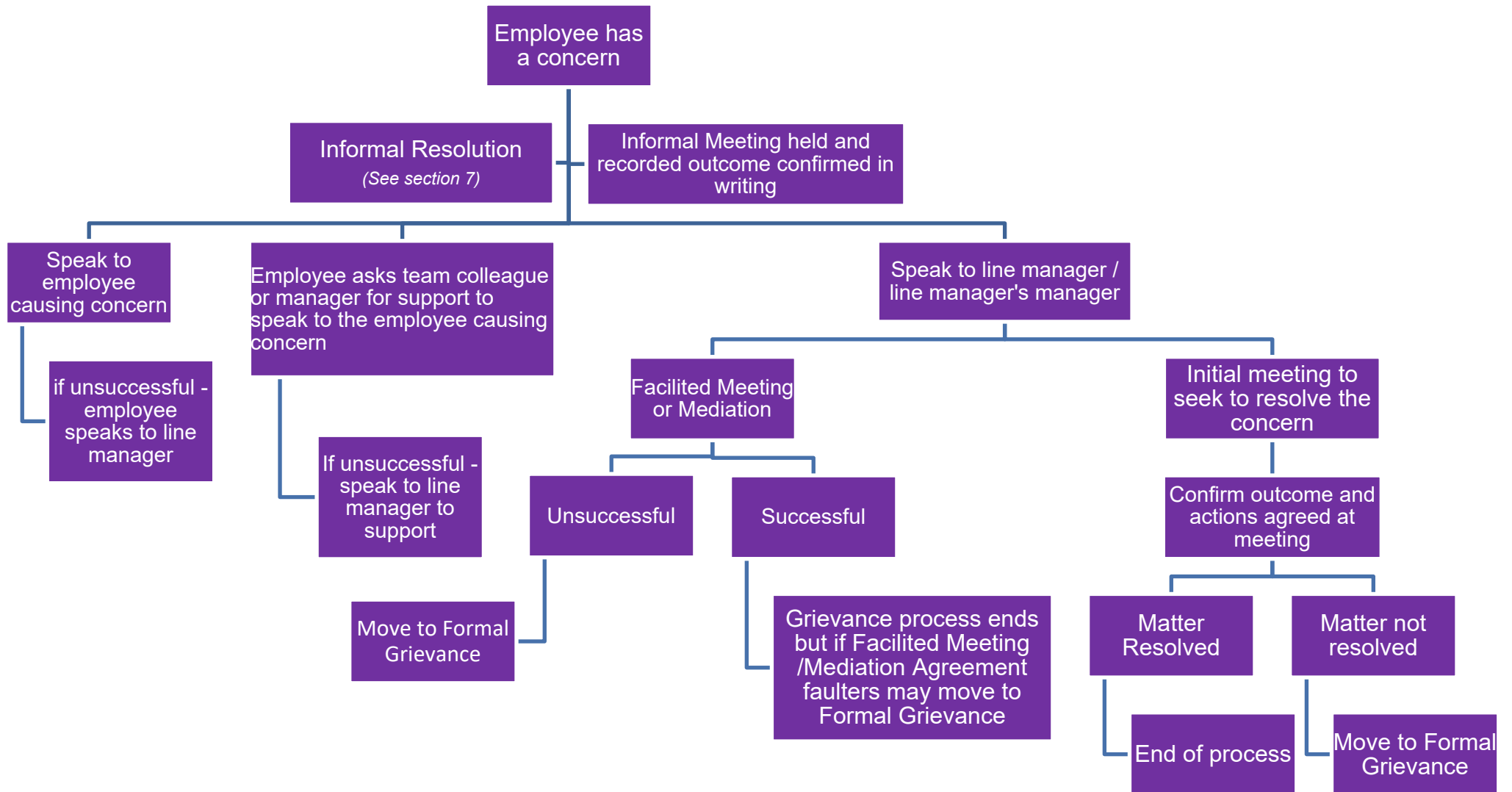
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- 4.3. This policy applies equally to individual grievances and a grievance raised by a group of employees, in which case the group must elect one of their number to act as spokesperson and follow the procedure on behalf of the group.
- 4.4. Employees in their probationary period may use this procedure to raise their concerns. However, no extension of any notice of termination of employment under the probation procedure will be granted. In addition, where the concern relates to the application of the probation procedure, this will be dealt with informally as part of any meetings and discussions or hearing under the probationary procedure not under this policy.
- 4.5. Where an employee who has left the council's employment wishes to raise a grievance, they must do so within three months of their last day of service.

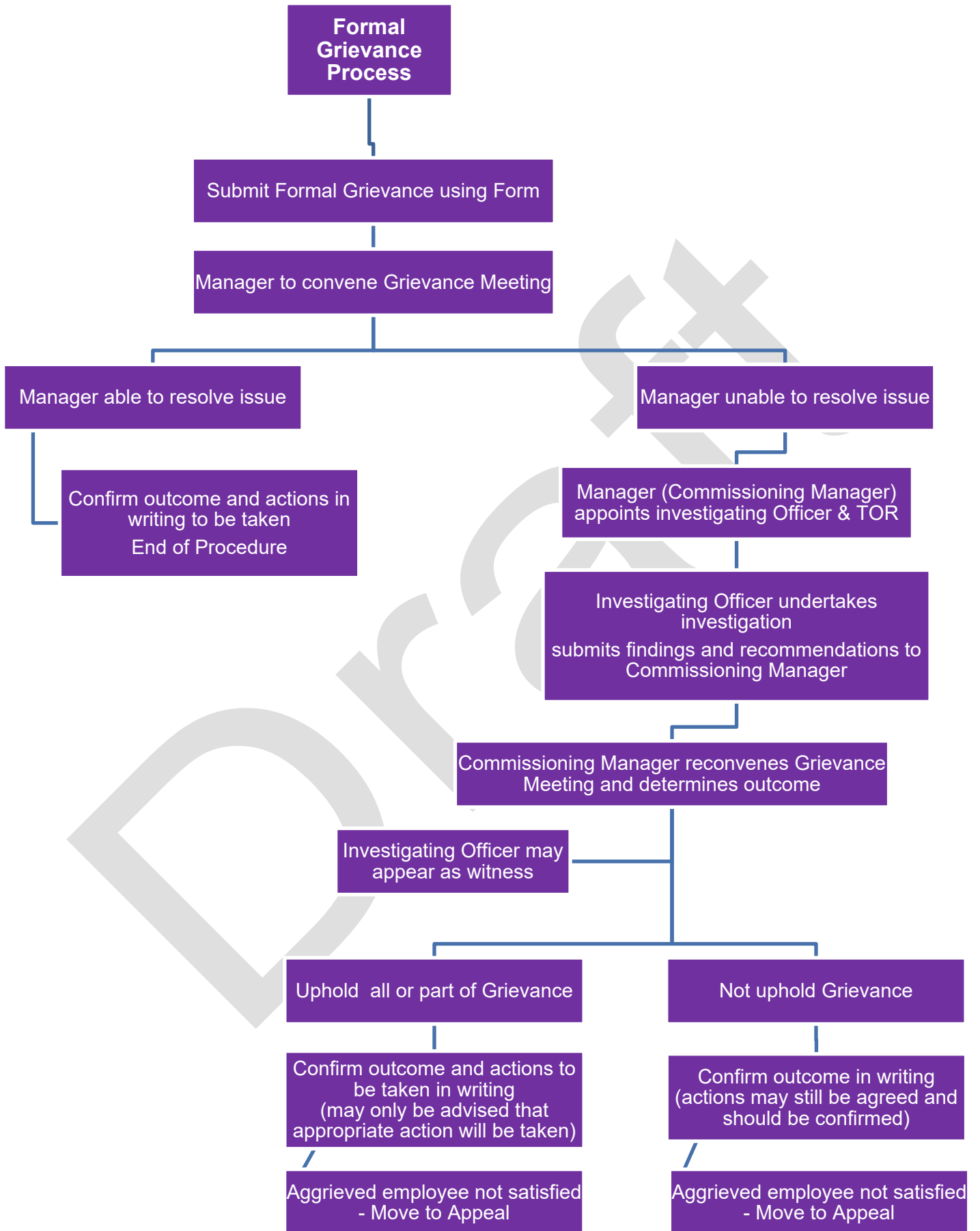
5. Principles

- 5.1. All employees must make every effort to always treat others with respect and dignity. Employees must raise their concerns with immediate line manager in the first instance as early as possible to seek an early resolution, via the informal route in the first instance, progression to formal will only take place once the informal attempts to resolve a grievance has been satisfied.
- 5.2. Managers will maintain an awareness of the relationships between members of their team to identify potential conflict early with the aim of preventing escalation wherever possible. To deal with any concerns that are raised with them in a timely and respectful way. In line with Dignity at Work Code.
- 5.3. Managers must ensure that employees who raise complaints, and employees who have complaints raised against them, receive the support they need throughout the procedure. Also, to ensure no retaliation or inappropriate behaviour towards them, including against the employee raising their complaint.
- 5.4. All parties will treat any concerns raised in the strictest of confidence.
- 5.5. All parties may find the grievance procedure stressful and upsetting. Everyone involved in the process is entitled to be treated calmly and with respect and everyone may access support through Slough Borough Council's Employee Assistance Programme.
- 5.6. All parties are encouraged to work through any concerns using informal resolution stages and should make every effort to explore all options, including facilitated meeting or mediation, for resolving the matter informally in the first instance before moving to the formal stage of this procedure.
- 5.7. Abusive or insulting behaviour will not be tolerated from anyone taking part in the grievance procedure. Any such behaviour will be treated as misconduct under the Disciplinary Policy and Procedure and in line with the Dignity at Work Code.
- 5.8. No changes will be made to working or management arrangements during the grievance procedure unless exceptional circumstances exist.

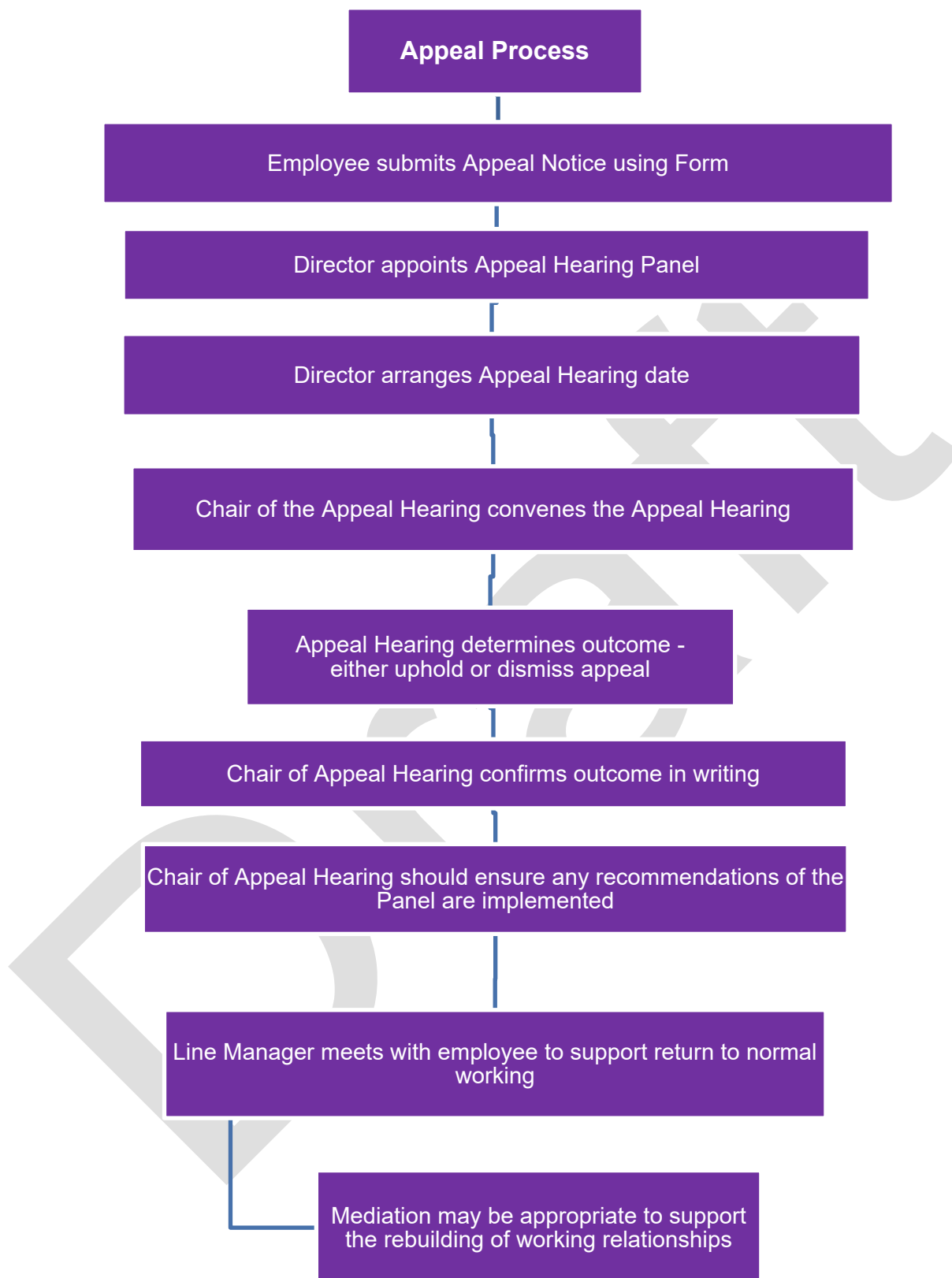
6. The Procedure - Informal Approach



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7. Informal Resolution

Raising your concern directly

- 7.1. Most grievances with colleagues can be resolved quickly with an informal conversation. Therefore, if you have a concern that you wish to address, employees must raise it as soon as possible. Employees may choose to do this by either:
- Speaking directly to the colleague causing the concern.
 - Asking a line manager /colleague to support you to in approaching the colleague causing the concern with you.
- 7.2. If employees choose to raise the matter directly with the colleague causing concern, either individually, or with the help of a colleague, this must be done respectfully and in a constructive manner (see Dignity at Work Code). Employees should request to have a conversation in a private location, so that other colleagues can't overhear, and calmly set out the behaviour/action that is causing concern. A helpful approach is to use the following framework to explain your concerns e.g.,
- When you do X, it makes me feel Y. In future it would help if you did Z instead.
- 7.3. If employee asks a work colleague to accompany or support them in raising any concerns directly, the work colleague's role is to remind employees of the things that are of concern that employees might wish to raise in a respectful manner. They must not influence, advocate nor add their own perception or speak on behalf of the colleague raising concerns to the conversation.
- 7.4. Employees and all parties must confirm in writing the date of the conversation, what was discussed and any agreements or actions that were agreed as outlined in 7.7.

Raising the matter with a manager

- 7.5. If employees do not feel able to, or don't wish to raise your concerns directly, employees should raise the matter with the line manager, or the line manager's manager if the concern is about the immediate manager.
- 7.6. In exceptional circumstances, you may raise the grievance with a manager outside of your service area or with a member of HR.
- 7.7. Employees should raise their concerns with the manager as soon after the event or and no later than three months of the incident. If employees' concerns involve the behaviour of a colleague, an informal resolution must be sought in the first instance, also this may include (this list is not exhaustive):
- A facilitated conversation between you and the colleague causing concern where the manager helps both parties to discuss any concerns or issues.
 - If matter is complex a Mediation / Facilitated conversation can be utilised by an experienced individual trained in either facilitated meetings or mediation (see Section 8 below for more details).
- 7.8. The manager will write to confirm the outcome of the informal discussion within 5 working days of the meeting, including details of any remedial action which may be taken.
- 7.9. The manager will make a file note of the informal resolution approach taken and the outcomes a copy of which will be placed on employees personnel file and, if employees' concerns relate to a colleague, on their file too.

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- 7.10. If employees are not satisfied by the outcome reached through informal resolution methods, employees may consider the formal procedure (See page 8 flow chart and Section 9 for further details).

8. Mediation or Facilitated Meetings

- 8.1. Research indicates that most grievances or disputes between parties are best resolved quickly through facilitated meetings or mediation (section 7) to resolve disagreements or disputes. The process is supported by experienced and trained mediator who acts as a facilitator.
- 8.2. This works by encouraging the parties to speak to each other and reach a mutually acceptable agreement that will seek to resolve the issues between them. Mediation or Facilitated Meetings are a voluntary process and will only take place if both/all parties agree. It is confidential and the terms of discussion are not disclosed to any party outside the mediation meeting unless all parties agree. Information and guidance will be provided to all parties in relation to the process, followed by a confidential written outcome.
- 8.3. It is expected that if employees are raising a grievance, or have a grievance raised against them, would wish to resolve matters informally and as quickly as possible. It is therefore anticipated that, in most instances employees will be willing to mediate if asked.

Next Steps

- Slough Borough Council will source either internally trained or external mediators
- The mediator is to help parties reach a solution to work-related concerns and to arrive at an outcome that both/all parties are happy to accept. Mediators are independent and do not take sides, make judgements, or tell parties what to do. They will coordinate and facilitate the process.
- Mediators will ensure both parties feel safe and for developing constructive communications to explore options and enable the parties to build a shared agreed way forward with actions points. The mediator will not impose a settlement or solution.
- Mediation typically takes one day but will take longer where there are more than two parties. Employees will be invited, with five working days' notice, to attend the mediation.
- While we recognise that some employees may wish to have someone with them to provide support [this includes staff side representation], this is not appropriate in an informal setting. The mediator will create a safe environment for you to raise and explain work-related concerns and how this is impacting on employee concerned.
- If parties are unable to reach agreement through mediation, may still progress their grievance through the formal procedure, once a review of the efforts taken to resolve matters through the informal route have been considered and actioned.

9. Formal Resolution

Submitting your formal grievance

- 9.1. If the informal procedure has not been successful, employees should outline the nature of your concerns in writing, ideally using the Formal Grievance Notification Form (Appendix 1) and submit this to your line manager (or next-in-line manager or other independent manager) as soon as possible and within 5 working days of the date of

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the outcome letter issued as part of the informal stage either facilitated or mediation meeting.

- 9.2. The employee (s) should provide sufficient details to allow the independent manager dealing with it to understand the nature of the grievance and should include any accompanying evidence to support your complaint. You should also include information as to why you moved to the formal stage of the process and the outcome you hope to achieve to resolve the grievance.
- 9.3. No new aspects should be added to the grievance at this stage without the express permission of the Associate Director, Group Manager, or a nominated independent senior manager and the HR Business Partner for your service.

Acknowledging Receipt of your Grievance

- 9.4. On receipt of a formal grievance, the manager will normally contact the HR Business Partnering Team for advice and guidance on how to progress the case, once all informal review has been concluded.
- 9.5. The grievance will be acknowledged by the manager, in writing, normally within five working days of receipt of the Grievance being lodged. This acknowledgement will invite employees to attend a Grievance meeting to discuss the grievance in more detail and provide employees with a copy of this policy. Employees will be given a minimum of five working days' notice of the formal Grievance meeting and employees have the right to be accompanied to the meeting by a Trade Union representative or workplace colleague (see Section 12 for more details).
- 9.6. It is likely that the manager will need to allow for an investigation to be carried out. This will be confirmed in writing to you within five working days of the Grievance meeting being held.
- 9.7. The confirmation of the need for an investigation will normally give details of the person commissioned to act as investigating officer by the manager (now the commissioning manager). There may be circumstances where an investigating officer cannot be identified within the five-day timescale. In these circumstances the manager must acknowledge receipt of your grievance within five working days, keep you informed of progress and confirm the identity of the investigating officer as soon as is practicable.
- 9.8. Normally the investigating officer will be a manager (level 8 or above) from a different service area who has received training in undertaking Grievance Investigations. In complex cases or where appropriate resources are not available from within the Council, an external Investigating Officer will be appointed to undertake the investigation.

The Investigation

- 9.9. The commissioning manager will confirm to the investigating officer the details of the grievance, the terms of reference, the scope of the investigation and all relevant background information. However, employees will still be expected to participate in the investigation meetings in order to provide a detailed account of your evidence.
- 9.10. Employees will be invited in writing, by the investigating officer, to an investigation meeting. Employees will be given a minimum of five working days' notice and normally the investigation meeting will take place within 10 working days of confirmation of the appointment of the investigating officer.
- 9.11. The investigating officer will normally meet with the employee who raised the grievance first. This may involve more than one meeting to clarify certain aspects of the evidence supporting information provided by any party, to investigate and resolve the matter.

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The investigating officer will also write to the employee against whom the grievance has been raised and give five working days' notice to meet.

- 9.12. On the basis of the information provided, the investigating officer will determine which witnesses to interview. It is not always necessary to interview all witnesses, if the facts are clear or when additional information is not likely to add any new evidence.
- 9.13. The investigating officer will:
- Establish the facts of the case and gather evidence
 - Interview all parties they deem relevant
 - Ensure all interviewees are aware of the purpose of the investigation and the interview meeting and that any information obtained may be used/relied on in the course of any subsequent hearing, may be shared with the relevant parties in due course, and that they may be required to attend a hearing to give evidence
 - Remind all parties that the content of the grievance and investigation interview meetings must be kept confidential and must not be discussed with anybody else – breach of this may result in disciplinary action being taken against them
 - Remind all parties not to collude or interfere with witnesses – breaches of this may result in disciplinary action being taken against them
 - Take notes/arrange for notes to be taken of the investigation interview meeting
 - Obtain agreement from each interviewee that the notes taken are an accurately reflection of the key points raised and discussed during the investigation interview meeting
 - Produce and submit a report to the commissioning manager summarising the evidence collected through the investigation and indicating, on the balance of probabilities, what is likely to have happened, with recommendations as appropriate.
 - Retain a copy of their report for a period of three months (longer if notified by HR Business Partnering team).
- 9.14. There is no legal right to be represented at investigation interview meetings. However, Slough Borough Council recognises that these can be stressful and agrees that employees may be accompanied by a Trade Union representative; a workplace colleague or support person (if required), provided this does not cause unreasonable delay to the process.
- 9.15. Employees should notify the investigating officer of the identity of their work colleague; representative or support person as soon as possible and no later than four working days before the meeting. It is employee's responsibility to arrange for them to attend. If employees are unable to make the meetings, please notify the investigating officer with clear reasons as soon as possible to avoid delays. To arrange alternative dates within five working days.

After the Investigation

- 9.16. The commissioning manager will review the report and recommendations made by the investigating officer and determine whether to uphold, partially uphold or not uphold the grievance.
- 9.17. The commissioning manager will reconvene the Grievance meetings, giving you five working days' notice in writing, to inform you of the findings of the report and the

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outcome. You have the right to be accompanied to this meeting (see Section 12 for further details).

- 9.18. The commissioning manager will also invite the colleague whom the grievance is against to an outcome meeting, where they will be informed of the findings of the report and whether any further action will be taken against them. The colleague has the right to be accompanied by a Trade Union representative, a workplace colleague or support person to this outcome meeting.
- 9.19. Only the outcome letter will be confirmed to both parties in writing, and you will be provided with a copy of the investigation report, should the matter progress to an appeal process. Please note all steps of the investigation are confidential and should be shared with anyone.
- 9.20. If there are concerns about confidentiality of witnesses (e.g., service users), the commissioning manager will discuss this with the HR Business Partner. This may lead to the anonymization of witness statements and evidence within the report, part of the report being redacted, or part of the report not being sent to both parties. Employees will be advised of this at the individual outcome meeting.
- 9.21. The employee who raised the grievance, will be notified of their right to appeal the outcome.
- 9.22. The employee whom the grievance is raised against, there is no right to appeal the outcome of the grievance. Where formal action is recommended under another policy, e.g., disciplinary, the employee will have the right to appeal any formal outcome arising from that procedure.
- 9.23. Where appropriate, the commissioning manager will offer to convene a facilitated meeting of both parties to discuss the outcome, any recommendations and to explore further support that may be helpful within 10 days of notification of the outcome. This will be an informal meeting and there is no right to be accompanied to this meeting.

10. The Outcomes

To uphold or partially uphold the grievance

- 10.1. The commissioning manager, having considered the findings, conclusions and recommendations of the investigating officer may decide to uphold or partially uphold the grievance. The commissioning manager will recommend actions to remedy the situation including:
 - Mediation if appropriate
 - Other informal resolutions
 - Performance management
 - Training
 - Formal disciplinary action
- 10.2. Due to confidentiality, employee raising the grievance will not be given details of any formal action that is recommended. Employees will be told that appropriate action will be taken.

To not uphold the grievance

- 10.3. This may result in no further action being taken but it may also result in remedial actions being recommended.

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To find that the grievance is vexatious

- 10.4. A vexatious grievance is one that is brought without sufficient grounds for success with the intention of annoyance and/or disruption.
- 10.5. The council is confident that a very large majority of grievances that are raised under the formal procedure are genuine and made in good faith. However, where the investigating officer or commissioning manager determine that this is not the case, and that the grievance is vexatious, the commissioning manager's manager should examine the evidence to determine whether disciplinary action should be taken against the employee raising the grievance. This will be dealt with under the council's Disciplinary Policy and Procedure and a separate formal procedure may commence which draws on the information gathered as part of the grievance investigation process.

11. The Right of Appeal

- 11.1. If an employee, who raised the grievance, is dissatisfied with the decision and outcome of the Formal Resolution process employees should submit their appeal, ideally by completing the **Grievance Appeal Form attached in Appendix 2** and deliver it to the Associate Director or Executive that the employee reports into within 5 working days of the receipt of the letter confirming the outcome of the Grievance meeting.
- 11.2. Employees must fully explain their specific grounds for appeal and why they feel the issues have not been resolved. This should include an explanation of the facts not taken into consideration but should have been. No new aspects of grievance or new evidence will be accepted.
- 11.3. The grounds for appeal should cover one or more of the reasons below and evidence must be provided to support the grounds:
 - Which aspects of the grievance policy and procedures were not followed and what was not taken into consideration by the commissioning manager decision during the Grievance Meeting
 - The specific aspects of grievance were not properly investigated
 - The specific aspects of any non-compliance with statutory policy, procedure, and legal rights
 - Specific acts of discrimination, bullying and harassment in the process
 - Which aspects of the grievance investigation and evidence that were not considered by the commissioning manager at the Grievance meeting.
- 11.4. Employees Associate / Executive Director's will not be able to progress the matter to the Appeal Hearing until sufficient evidence and grounds for appeal are provided.
- 11.5. The appeal will be acknowledged in writing within 5 working days of the Director receiving the Grievance Appeal notification.

Grievance Appeal Hearing

- 11.6. The Associate / Executive Director will appoint an Appeal Hearing Panel comprised of:
 - An Executive/Associate Director from another service area
 - A Senior Manager (level 8 and above) independent from your section or service
 - An HR representative

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- 11.7. The Associate / Executive Director (Chair of panel) will convene a formal Appeal Hearing as soon as reasonably practicable. Which will normally take place within 10 working days following receipt of your written appeal.
- 11.8. Employees have the right to be accompanied by a Trade Union representative; workplace colleague and support person (if applicable) to the Appeal Hearing. See Section 12 for further details.
- 11.9. Employees should submit any paperwork that is to be used as evidence to the Chair of the Appeal Panel not later than four working days before the Appeal Hearing is due to take place.
- 11.10. The Chair of the Appeal Panel will provide copies of all documentation related to the Appeal Hearing no later than three working days before the Appeal Hearing is due to take place.
- 11.11. If employees are unable to attend the Appeal Hearing, they should notify the Chair of the Appeal Panel as soon as possible preferably 24 hours prior. The Chair will consider the reasons provided for not be able to attend and re-arrange on the first occasion. If employees do not attend the re-arranged Appeal Hearing, employees may make written representation or request for the employee's representative to present the evidence on an employee's behalf. If no representation is made, the Appeal Panel will normally deem the appeal as withdrawn and no decision will be made.
- 11.12. The Appeal Hearing is not a re-hearing of the Grievance meeting. It will focus on the grounds of appeal that employees submit.
- 11.13. The commissioning manager who made the decision about which employees are appealing will present the management case as to how and why they reached the decision they did. This will normally include details of the evidence on which they relied to reach their decision.
- 11.14. Employees will be given the opportunity to present your reasons for appealing the decision, ask questions and present your evidence.
- 11.15. Once all the evidence has been heard, the Appeal Hearing will be adjourned for a brief period to allow the panel to discuss the evidence and reach a conclusion on whether to dismiss the appeal (the original decision stands) or uphold the appeal and change the decision made at the previous stage.
- 11.16. The Chair of the Appeal Hearing will convey the outcome of panel's decision to employees, either, at the end of the Appeal Hearing or in writing within five working days of the date of the Appeal Hearing. The decision of the Appeal Panel is final.

12. Right to be Accompanied

- 12.1. Employees have the right to take a trade union representative, work colleague or support worker to any formal meeting called under this procedure, including the appeal meeting. Employees should tell the commissioning manager or the Chair of the Meeting/Hearing as soon as possible, as, and no later than four working days before the Meeting/Hearing, who will be in attendance, and it is the employee responsibility to arrange for them to attend. If employees choose a work colleague, they will not be prevented from attending, but we may rearrange the meeting if their absence from work causes operational problems.
- 12.2. Employee's union representative can, if agreed, explain the key points of the case to the meeting and can respond on their behalf. They must not however answer questions put directly to you or try to prevent the Council asking questions or outlining its arguments.

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13. Remote Proceedings

- 13.1. Where it is not possible to hold a face-to-face meeting under this procedure, we will conduct the process remotely. We will ensure that all those participating have access to the necessary technology. Employees rights will not be affected, and we will ensure that the procedure remains fair and reasonable.

14. Adjustments to Proceedings

- 14.1. If any aspect of the grievance procedure causes an employee difficulty because of a disability, or if employees need assistance because English is not the first language, employees should raise this with the manager handling the case at that stage, who will make appropriate arrangements for them.

15. Recording of Meetings or Hearings

- 15.1. A written record of all meetings conducted under this procedure will be made, either by the person holding the meeting or by person arranged to take notes. Individuals can take their own notes.
- 15.2. Employees, or any person acting with them or on an employee's behalf, are not permitted to record electronically any meeting that we hold under the grievance procedure. This is to encourage openness and full participation. Any breach of this provision may lead to disciplinary action, which could include dismissal.
- 15.3. In certain limited circumstances, we may permit a meeting to be recorded electronically, for example where it is a reasonable adjustment for an employee with a disability. Where we permit a meeting to be recorded electronically, we will take responsibility for making the recording.
- 15.4. Where we intend to record meetings held remotely, we will comply with our data protection obligations and obtain prior consent from all attendees.

16. Timescales

- 16.1. The timescales set out in this policy should normally be adhered to unless there are exceptional circumstances that make this impossible. In these cases, the manager/director must communicate the delay and the reason for the delay to the parties.
- 16.2. Grievances can only be brought within 3 months, preferably soon as the issue has occurred to avoid delay or impact on employee well-being or disruption to service impact due to unresolved issues.
- 16.3. It is anticipated that acknowledgement of receipt of a grievance or appeal and written confirmation of outcomes will be sent within five working days. Notice of meetings, investigation interviews and hearings should be at least five working days.
- 16.4. The investigation will normally take four to six weeks to complete. However, this may change if the various parties, including witnesses, are not available to attend investigation interview meetings or approval of investigation interview meeting notes is delayed.
- 16.5. Where resolution to a grievance is being delayed various options may be considered to enable a timely resolution to the matter e.g., Union representation in the absence of an employee, written submissions where formal meetings cannot be arranged or agreed. In the event an informal method of resolution is being explored, any formal processes or investigations underway will be paused or recommence if no resolution.

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17. Interaction of Grievance Procedures with other formal Procedures

- 17.1. Where an employee subject to the disciplinary or managing performance/capability procedure raises a grievance, advice should be sought from the HR Team. The employee must submit their grievance, using the appropriate forms, to the line manager/manager's manager who will determine the appropriate route for the grievance to be heard.

Disciplinary or Performance Management

- 17.2. If the grievance is raised during the course of a disciplinary or managing performance process and is related to the case / allegations then it will normally be looked into as part of that process.
- 17.3. If the grievance relates to the disciplinary process, then it will be heard under the disciplinary procedure. If it relates to the managing performance process, then it will be heard under the Managing Performance and procedure.
- 17.4. If the grievance relates to the manager undertaking the disciplinary or capability Management Performance procedure, the HR Business Partner should be consulted as to whether to treat the grievance as a separate issue to be determined first or to be managed concurrently or whether an alternative manager should be appointed to undertake the disciplinary or capability process and the grievance process as one.
- 17.5. If the grievance is about another unrelated matter then the grievance procedure should be invoked and run concurrently (this would not impact on any outcome of the disciplinary, capability or dignity at work process as that would be dealt with on its own merit).

Counter Grievances

- 17.6. Where employee A has raised a grievance against employee B, and B raises a counter grievance against employee A, the two will normally be investigated by the same investigating officer and both employees invited to the Grievance Meeting to hear the outcome of their grievances.

Formal Grievance Notification Form

The formal grievance procedure should only be invoked if the informal process has not been successful.

This form must be completed and sent to the individual’s line manager and if the grievance is related to the line manager, then it should be sent to the next-in-line manager, within 5 working days of the date of the outcome letter of the informal stage.

An employee registering a formal grievance should complete Parts 1 and 2 of this form.

Part 1 – Employee Details			
Name:		Job Title:	
Department:		Location:	
Telephone No.		Email:	
Part 2 – Details of the Grievance			
<i>Please summarise your grievance below and attach any supporting documentation. Please confirm whom your grievance is against (if this applies). You may continue on a separate sheet if necessary.</i>			
1. In your own words summarise what you are aggrieved about. If appropriate you should provide specific details such as dates and times of events, the names of any witness, where events took place and any relevant background information leading up to the grievance.			
2. Why was your grievance not resolved at the informal stage? Please outline what aspects of the informal approach were unsuccessful (Please include the outcome letter from the informal stage).			
3. What outcome are you looking for to resolve your grievance?			
Signature		Date:	
Received by Manager:			
Name:		Date:	
Signed:			

Grievance Appeal Form

This form must be completed and sent to the Executive or Associate Director as appropriate that you report to within **5 working days** of the date of the letter confirming the outcome of the Grievance Meeting. Please refer to Section 11 of the Grievance Policy and ensure that your grounds of appeal are clearly explained. Please note that your grievance cannot be progressed to appeal until you provide sufficient evidence and grounds. You may continue on a separate sheet.

Parts 1 and 2 of this form must be completed.

Part 1 – Employee Details			
Name:		Job Title:	
Department:		Location:	
Telephone No.		Email:	
Part 2 – Details of the Appeal			
Please state in your own words the specific grounds on which you are basing your appeal against the decision taken at the Grievance Meeting and what outcomes you are looking for (no new or additional issues can be included at this stage).			
<div style="position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%); opacity: 0.1; font-size: 100px; pointer-events: none;"> Draft </div>			
Signature		Date:	
Received by Manager:			
Name:		Date:	
Signed:			