

9.1 GRIEVANCE PROCEDURE

1. Introduction

1.1 The Grievance Procedure is designed to encourage good working relations across the council by;

- encouraging the settlement of grievances informally and at the lowest possible level of this procedure.
- ensuring grievances are resolved fairly
- ensuring grievances are resolved speedily
- giving employees the right to raise grievances, where necessary, with their manager
- giving employees the right to take their grievance beyond the line manager, where necessary
- giving employees the right to be represented at all stages including the informal stage

This document should be read in conjunction with the grievance guidance notes.

2. Scope

2.1 This procedure applies to all employees of CYC with the exception of employees in schools with delegated powers. The Director of Learning Culture & Children's Services (LCCS) will adapt this procedure for use in schools and recommend it to Governing Bodies.

2.2 The procedure will not be used to deal with the following processes, for which separate arrangements apply:-

- matters relating to pay or grading
- staff development and review
- Discipline) other than relating to procedural aspects
- Capability)
- Organisational Change
- Bullying, harassment or other forms of discrimination
- Sickness absence
- Collective disputes
- matters relating to serious malpractice within the Council

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See separate guidance notes for details of relevant procedures.

3. Resolving grievances informally

- 3.1 The Council recognises that there will be occasions when employees need to express dissatisfaction with aspects of their employment or perceived injustice.
- 3.2 In such circumstances, you should raise such issues verbally with your line manager, telling them exactly what you are dissatisfied with and all the circumstances of your grievance.
- 3.3 The line manager will undertake to respond fully to the complaint as quickly as possible and every effort will be made to resolve the grievance through informal discussion.
- 3.4 Even before raising concerns informally, you may want to seek advice which may be obtained from a trade union representative or Human Resource Officer.

4. Stage 1

- 4.1 If your grievance cannot be resolved informally you should put your grievance in writing to your line manager, detailing all the circumstances of the grievance and the reason for your dissatisfaction with the response given so far. You should state clearly what action you feel is necessary to resolve the grievance to your satisfaction. If your grievance relates to the decisions or actions of your line manager, and the matter has already been discussed informally with your line manager then you should raise your grievance with your line manager's own manager.
- 4.2 At this stage you can raise the matter if you so wish with your trade union representative or another employee, who may take up the matter on your behalf.
- 4.3 The manager will arrange a meeting with you, and your representative if you wish, which should take place within ten working days of the receipt of your written grievance.
- 4.4 It may be possible to resolve the matter to your satisfaction at this meeting. You will be informed verbally of the decision as soon as possible, and will receive confirmation in writing within 10 working days of the meeting giving reasons for the decision. If the matter cannot be determined within 10 working days, an interim response will be provided giving a clear timescale for a decision within a further 10

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working days. If this further timescale is not met, you may progress the matter to stage 2 of the procedure.

5. Stage 2

5.1 If you are still dissatisfied with the manager's decision, you can request that your grievance is considered by an appropriate Senior Manager in your directorate. This request should be in writing and sent to the Senior Manager for consideration within 10 working days of the decision being given to you in writing or after failure to comply as outlined in paragraph 4.4 above.

5.2 The Senior Manager will arrange a formal meeting with you and your representative. The meeting should take place within 10 working days of receipt of your request.

5.3 You will be given written confirmation of the Senior Manager's decision within 10 working days of the hearing of your grievance or a written explanation of why this timescale cannot be met with confirmation of when within a further 10 working days or alternatively an agreed date, the matter will be determined.

6. Stage 3 – Appeals

6.1 If you are still dissatisfied with the Senior Manager's decision, you can appeal against the decision. Your appeal will be considered by Elected Members at the Corporate Appeals Panel.

6.2 Your appeal must be in writing and forwarded to the Head of Human Resources within 10 working days of receiving the decision of the Senior Manager.

6.3 The Head of Human Resources will arrange a hearing involving you, your representative if you wish, and the appropriate Senior Manager, to consider your appeal.

6.4 You have the right to be accompanied or represented by a colleague or a trade union representative.

6.5 You will be given information on the procedure to be followed at the hearing, normally two days in advance.

6.6 You will be given written confirmation of the Appeal Panel's decision within 7 days of hearing the complaint. There is no further appeal beyond this stage.

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7 General Notes

- 7.1 If the grievance relates to the decisions or actions of a Director, the Deputy Chief Executive or the Chief Executive, the complainant should contact the Head of Human Resources who will act in the role of facilitator in order to try and resolve the issue informally.
- 7.2 If you are not satisfied with the decision made, then the Head of Human Resources will arrange for the matter to be considered by the appropriate Executive Member, under Stage 2 of the procedure. If you remain dissatisfied you will have the right to appeal to an Appeals Committee of Elected member constituted specifically for this purpose.
- 7.3 Every effort will be made to resolve your grievance as quickly as possible. However, some cases take time to investigate fully. For this reason, it may be necessary, on occasion, to change the time limits of the Grievance Procedure. This will only be allowed with the agreement of all parties concerned.
- 7.4 The procedure will be subject to annual review.