



# People Policies

# Grievance Resolution Policy



## Scope

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1. This policy applies to all employees unless a separate policy or contractual process applies (eg, schools, JNC for Chief Executives).
2. Please use the [Whistleblowing Procedure](#) to report illegal activities, wrongdoing or malpractice that is in the public interest. Whistleblowers have protections under the law, including anonymity and protection from victimisation.
3. The [Disputes Policy and Procedure](#) should be used where a trade union or other workplace representative wishes to raise collective issues on behalf of a group of two or more colleagues.
4. The [Appeals Policy](#) sets out appeals rights in relation to other Council HR policies. The Grievance Resolution Procedure cannot be used where there is another right of appeal.
5. The Council's Policy Statement on [Bullying, Harassment and Inappropriate Behaviour](#) defines what it is and sets out our approach to tackling it.

## Purpose

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6. The Grievance Resolution Policy enables you to resolve concerns relating to your employment. Its aim is to:
  - Encourage swift, informal resolution of concerns wherever possible
  - Help colleagues to resolve issues by talking to each other
  - Handle concerns fairly, consistently, sensitively, confidentially and in line with the Council's [Values and Behaviours](#)

## Monitoring

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7. In compliance with the Council's Public Sector Equality Duty, HR collects, analyses and reports on information about grievances in order to improve the way we work. Confidentiality will always be maintained.

## Wellbeing

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8. Being involved in a grievance can be stressful for everyone involved. For support you can speak to:
  - Your manager (if appropriate)
  - Another manager
  - Our [Employee Assistance Programme](#)
  - Your [trade union representative](#)
  - Our [Staff-Led Groups](#)

## Managers' responsibilities

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9. Where managers become aware of concerns (including possible misconduct) they will investigate them under the relevant Council HR policy without requiring those raising them to lodge a grievance.
10. Your manager will:
  - Listen objectively to your concern
  - Take your concerns seriously
  - Be proactive in helping to resolve your grievance without delay
  - Ensure a fair, consistent and confidential process
  - Keep a record of action taken and update all those who need to know

## Representation

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11. You can bring a trade union representative or work colleague to any meeting held under this policy. We may, at our discretion, allow you to bring a companion who is not a colleague or union representative if this will help overcome a disability, or if you have difficulty understanding English.

## Step 1: informal process

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12. Wherever possible raise concerns first with the people involved. Most concerns can be resolved at this stage. If you feel unable to, then speak to:
- Your manager (if appropriate)
  - Another manager
  - Your [trade union representative](#)
  - Our [Staff-Led Groups](#)
  - Your directorate [HR Consultancy Team](#)
13. To achieve an informal resolution:
- Explain what has given you cause for concern
  - Give the other person the opportunity to explain their view
  - Be prepared to understand different views and ways of working
  - Be clear about what you need to resolve the concern
  - Work together to find a resolution that works
14. If you end the process at this step please complete our [survey](#).

## Step 2: other ways to achieve a resolution

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15. If you are unable to resolve your concerns under Step 1, contact your directorate [HR Consultancy Team](#) who will meet with you and your representative to find another way of achieving resolution.
16. Mediation is one way of doing this. It gives you a chance to:
- Say what you need to say
  - Have your feelings acknowledged
  - Work together to find a resolution
  - Help restore working relationships
17. Mediators are independent to the people involved and are normally from other organisations. Your directorate [HR Consultancy Team](#) will commission mediation.

18. If you end the process at this step please complete our [survey](#).

## Step 3: formal process

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19. If steps 1 and 2 have not been successful in achieving a resolution then please complete the [Grievance Resolution Form](#).
20. Please be aware that anyone you mention in the form has the right to see what you write about them.
21. Please think carefully about your remedy. You can speak to:
- Your manager (if appropriate)
  - Another manager
  - Your [trade union representative](#)
  - Our [Staff-Led Groups](#)
  - Your directorate [HR Consultancy Team](#)
22. When complete, send the form to your directorate [HR Consultancy Team](#). When they receive it, they will ask a manager to consider the matter. The choice of manager will be informed by the nature of the concerns being raised and the approach and skills needed so as to give confidence in the fairness of the process and its outcome.
23. The manager will meet with you with a view to achieving a resolution to your concerns.
24. If an investigation is needed in order to achieve a resolution then the meeting will be adjourned and an investigation will be carried out in line with the Council's [Code of Practice on Investigations](#). The manager will reconvene the meeting once the investigation has been completed.
25. The manager will confirm the outcome of the meeting to you in writing.
26. If you end the process at this step please complete our [survey](#).

## Appeal

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27. If your concerns have not been resolved, you may appeal in writing to your directorate [HR Consultancy Team](#). Please refer to the Council's [Appeals Policy](#) for further details.
28. When your appeal has been decided please complete our [survey](#).





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The latest version of this policy, which supersedes all previous versions, is available on [The Source](#).

### **Version Control policy changes**

Version	Date	Change
V.1.00	1 April 2021	New policy

