



People Policies

Grievance Resolution Policy



Scope

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

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

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

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

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

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.

Time limits

12. Because it is important that problems are addressed promptly you should raise your grievance as soon as possible and no later than three months after the events occurred.

- In exceptional circumstances, for example if your grievance concerns discrimination or harassment, you can refer to events beyond three months if they are directly related to current events that have led to the grievance.
- If you were unable to raise a grievance within three months because of sick leave or maternity leave you can raise a grievance within one month of your return to work.

Frivolous, Vexatious or Malicious Grievances

13. We will assume that all grievances are raised in good faith and will not penalise or victimise any employee for raising a genuine grievance.

In the unlikely event that a grievance is determined to be frivolous, malicious, or vexatious, if this can be reasonably established, the employee raising the grievance may be subject to disciplinary action.

Step 1: informal process

14. 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](#)
15. 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

16. If an informal meeting(s) is held with you to discuss your concerns, notes of what was said at this meeting(s) will be shared with you.

17. If you end the process at this step please complete our survey.

Step 2: other ways to achieve a resolution

18. 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.

19. 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

20. Mediators are independent to the people involved and are normally from other organisations. Your directorate [HR Consultancy Team](#) will commission mediation.

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

Step 3: formal process

22. If steps 1 and 2 have not been successful in achieving a resolution then please complete the [Grievance Resolution Form](#)

23. Please be aware that anyone you mention in the form has the right to see what you write about them.

24. 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](#)
25. 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.
26. The manager will meet with you with a view to achieving a resolution to your concerns.
27. 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.
28. The manager will confirm the outcome of the meeting to you in writing. Notes of what was said at the meeting(s) will also be shared with you.
29. If you end the process at this step please complete our [survey](#).

Appeal

30. 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.
31. 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
V1.01	3 February 2022	Fixed broken hyperlinks
V1.02	31 August 2023	Clarification regarding sharing of notes
V1.03	11 March 2024	Time limits and frivolous/vexatious grievance included

