

**Acute Services Division**

**Grievance Process - Scheme of Delegation**

**Medical & Dental Staff**

Employees and managers are encouraged to make every effort to resolve issues informally at a local level before entering the formal procedure outlined below.

**Formal Stage One**

At the first stage of the formal process, the grievance will be heard by the Clinical Director and the General Manager. The Head of People and Change will support the panel as appropriate. The General Manager will act as Chair and intimate the decision in writing to the employee. If the employee, having received the General Manager’s decision remains dissatisfied, they have the right of appeal.

The managers hearing the grievance must have no previous involvement in the grievance prior to this stage.

**Formal Stage Two – Final Stage Appeal**

Where an employee remains dissatisfied following the stage one of the grievance process, a Final Stage Grievance hearing will be convened. The Final Stage Grievance will be heard by the Director or a member of the Directorate Senior Management Team under delegation, supported by the Chief of Medicine. The Deputy Director of Human Resources will support the panel as appropriate. The Director will act as Chair and intimate the decision in writing to the employee. This decision is final with no further right of appeal.

The managers hearing the grievance must have no previous involvement in the grievance prior to this stage.

**Grievances with Organisational Consequences**

Where the grievance relates to an issue where the outcome might affect more than one individual (examples include, the application of terms & conditions, the implementation of a Board-wide policy or matters which could become litigious, or the focus of an industrial dispute) and if the issue cannot be resolved at stage 2, then it may be referred to a Board level panel comprising 2 Non-Executive Board members and one of the following:-

Chief Executive

Medical Director

Chief Operating Officer

Director of Human Resources

The panel will be supported by the Employee Relations Team.

*The Scheme of Delegation will apply to all Medical and Dental Staff with the addition of a Deanery representative for Doctors and Dentists in training. For employees with contractual links to the universities, university representation will be included where appropriate.*

*If the grievance is initiated at formal Stage Two it may be necessary to establish a panel from the Senior Management cohort of the Board, following discussion and agreement with the appropriate representative.*