Grievance submitted

Reviewed by manager/nominated person

Bullying/harassment complaint

Conduct Complaint

Grievance acknowledgement letter issued, and if not already done so seek clarity on whether informal or formal.

Refer to Dignity at Work Policy on HR Connect for further guidance.

Refer to Disciplinary Policy and Procedure for further guidance.

Template letter in grievance templates to be sent acknowledging grievance but directing to another policy as above.

Manager should clarify whether the grievance can be resolved informally in the first instance. If decision to resolve informally, aim to resolve within 2 weeks. Options to consider – facilitated mtg/ mediation.

Issue not resolved

If the employee remains dissatisfied following the informal meeting, the employee(s) may choose to initiate the formal procedure. This must be notified to the manager by the employee, within 4 working weeks from the date of the decision reached at the informal stage.

Commissioning manager to contact HR SAU in order that grievance can be recorded and HR support allocated. Commissioning manager will appoint Case Manager to chair the hearing. Grievance hearing to be arranged within 4 weeks of receipt of notification.

Invite letters to be sent to both complainant and respondent outlining process to be followed. Template letters are available on HR Connect (rescheduled template letters also available too). Management statement of case for stage 1 should be submitted by management representative responding to grievance. Additional information in relation to management statement of cases and timescales is within the guidance and policy. Letter template also outlines process.

Confirmation of outcome to be sent to employee(s) within 1 working week of the date of the hearing, unless agreed otherwise. Letter templates are available on HR Connect.

If unresolved following Formal Stage 1, grievance notification progression form (GD 2) to be submitted by employee(s) to appropriate Head of People and Change and appeal hearing will be arranged within 4 working weeks to initiate Formal Stage 2.

Head of People and Change will liaise with the service and forward grievance on to HR SAU (where appropriate). HR Support will be allocated to support Formal Stage 2 grievance hearing. Hearing will take place within 4 working weeks.

Invite letters to be sent to both complainant and respondent outlining process to be followed. Template letters are available on HR Connect (rescheduled template letters also available too). Management statement of case for stage 2 should be submitted by management representative responding to grievance. Additional information in relation to management statement of cases and timescales is within the guidance and policy. Letter template also outlines process.

Confirmation of outcome to be sent to employee(s) within 1 working week of the date of the hearing, unless agreed otherwise. Letter templates are available on HR Connect.

Consideration should be given as to whether grievance relates to an issue where the outcome might affect more than one individual and therefore have wider organisational consequences.

In this case it would be referred to a Board level panel. To access this, then the aggrieved party and/or representative should raise the issue with the Director of Human Resources within 4 working weeks of the receipt of the outcome of the grievance at stage 2.

If no wider consequences, then process ends.