

Grievance Policy - Key Facts

Please note reference to the full Policy should be made for any cases raised under this procedure

What is a Grievance?

A grievance is defined as a 'concern, problem or complaint that employees raise with their employer'.

Employees Raising a Grievance

Employees may raise a grievance with their manager, or a member of their local HR Team. In the first instance, efforts should be made to encourage the employee to resolve their grievance in an informal way.

This could mean managers need to arrange for discussions with the employee concerned, and any other employees involved in order to find a solution and to bring the matter to a satisfactory conclusion.

If, following an initial discussion, it becomes clear that the employee does not wish to take an informal approach, or where an informal approach hasn't previously worked, the process as set out below should be followed.

The Formal Grievance Process

Employees should submit a formal grievance to their manager, or their Head of HR where the grievance is about their manager.

An Investigating Officer will be appointed to investigate the facts of the case. As part of their investigation, they will meet with the employee concerned as well as other relevant parties, and should forward their findings to the manager responsible for considering the grievance.

The manager will arrange to meet with the employee, and the Investigating Officer will present the findings from the investigation, and the employee will have the opportunity to outline their concerns. The manager will confirm the outcome of the investigation to the employee who submitted the grievance, and will also ensure that all other relevant parties are informed.

Outcomes

There can be a range of potential outcomes from a formal grievance. These could include any of the following:

- No further action required
- The grievance is only partly upheld
- The grievance is upheld
- Along with these outcomes, the Chair of the meeting may make recommendations, e.g.
 - Counselling / mediation is to be arranged
 - Individual development activities are proposed

Employees who submit a grievance have a right to appeal against the outcome of a formal grievance process. This appeal process is contained within the Grievance Policy.

Representation

Employees are entitled to be accompanied by a Trade Union representative or workplace colleague during all formal meetings which form part of the grievance process.