

POLICY & PROCEDURE FOR RESOLVING GRIEVANCES

1 POLICY

DRH believes that positive communication between managers and staff is the key to successful working relationships. Staff should be able to settle most grievances informally with their line manager without recourse to this formal grievance procedure. However, it is recognised that from time to time, there may be fundamental disagreement about the appropriateness of a given course of action and staff may wish to seek redress for grievances relating to their employment or the behaviour of a colleague.

This Procedure does not include matters which constitute an appeal against a disciplinary decision. The Disciplinary Procedure is quite separate and matters of this nature should be dealt with in accordance with the Disciplinary Procedures.

Issues that may cause grievances include:

- Terms and conditions of employment
- Health and safety
- Work relations
- Bullying and harassment
- New working practices
- Working environment
- Organisational change
- Equal opportunities

2. PROCEDURE

This procedure should be used when a member of staff has a fundamental disagreement with their employer/manager and have failed to achieve a satisfactory resolution through informal discussion with their line manager.

STEP 1. STATEMENT OF GRIEVANCE

The employee should set out the grievance in writing and send this to their line manager. If the complaint is against their immediate line manager they can write to another appropriate manager.

The grievance statement should explain the basis for the grievance.

STEP 2. GRIEVANCE MEETING

On receipt of the formal written grievance, the manager will invite the employee to a meeting. The employee should be advised that they have the right to be accompanied by a *companion* who may be a work colleague (DRH employee) or a Trade Union representative.

- Work colleagues accepting an invitation to act as a companion are entitled to paid time off for preparation and attendance.
- The complainant must notify the manager who the companion will be
- If the companion is unable to attend a hearing on the date proposed by the manager they can request a postponement of 5 working days
- Companions can speak at the hearing but may not answer questions for the complainant.

The manager will invite the employee to a meeting as soon as possible.

The complainant will be given the opportunity to explain their grievance and to state how they feel it should be settled. It may be necessary to adjourn the meeting to another time or date if the employee needs further time to consider a response or requires further information.

The manager will normally respond to the complainant's grievance within 5 working days

STEP 3. FIRST LEVEL APPEAL

If the employee is dissatisfied with the decision following a grievance hearing they will have the opportunity to arrange an appeal with a more senior manager.

Employees will have the right to be accompanied at the appeal hearing by a colleague or Trade Union representative.

The manager will normally respond to the complainant's grievance within 5 working days

STEP 4. SECOND LEVEL APPEAL

Should the employee remain dissatisfied with the outcome of a First Level Appeal they will have the opportunity to appeal to a more senior manager, or Director.

The manager or director will normally respond to the complainant's grievance within 5 working days.

3. DOCUMENTATION

Managers will ensure that the following records are kept for each formal grievance raised:

- The nature of the grievance raised
- The employees response
- Action taken in response to the grievance
- Reasons for the action taken
- Whether an appeal(s) occurred
- The outcome of any appeal

Revised January 2000
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