GRIEVANCE PROCEDURE

Policy Statement

It is Agency policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with your immediate line manager. Where the grievance cannot be resolved informally it will be dealt with under the following procedure that complies with the statutory standard three-step grievance procedure.

The Standard Grievance Procedure

Step 1: Employee gives written statement of grievance
You must put your grievance in a written statement of grievance and send a copy to your Line Manager

Step 2: Invite to attend grievance meeting
The employer will invite you to attend a meeting to discuss the grievance. The meeting will only take place once you have informed the employer of the basis for the grievance you have set out in your written statement, and the employer has had a reasonable opportunity to consider what response to make. You must take all reasonable steps to attend the meeting.

Step 3: Meeting is held and employer informs employee of the outcome
After the meeting the employer must inform you of the decision taken in response to the grievance and notify you of your right to appeal if you are not satisfied with the employer's decision. You must appeal to complete the statutory procedure.

Step 4: Appeal if necessary
If you wish to appeal you must inform the employer. The employer will then invite you to attend another meeting. You must take all reasonable steps to attend. If reasonably practicable, a more senior manager who has not been involved in the grievance procedure so far will deal with the appeal. After the meeting the employer must inform you of the decision taken.

The Modified Grievance Procedure

The Modified Grievance Procedure will apply in relation to your grievance only if:

- You no longer work for the employer
- You have agreed with your employer in writing that it will apply
- You raised it before you left, but the standard procedure wasn't completed, or you didn't raise it until after you left

There are two steps within the Modified Grievance Procedure:
Step 1: Employee gives written statement of grievance
You must put your grievance in a written statement and send a copy to the employer.

Step 2: Employer gives written response
The employer must write back to you giving his response to the points you have raised.

Principles Applicable to the Standard and Modified Grievance Procedure

1. Each step in the grievance procedure should be carried out without unreasonable delay. The times and locations of meetings should be reasonable.

2. Meetings must be conducted in a way that allows both parties to explain their case.

3. Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records should be kept confidential.

4. You have the right to be accompanied to the hearing by a Trade Union representative or a fellow employee.

5. There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example where your grievance is about the fact the employer intends to dismiss you. In these cases, the employer will not necessarily follow the statutory procedures set out above.

If you want to seek resolution of a grievance you must contact Manager / Directors.