

Policy Title: **Grievance Procedure**

Owner: **HR Services**

Date Issued: **February 2013**



**Unless otherwise stated this policy applies to all employees of Stafford Borough Council and Cannock Chase District Council**

## **INTRODUCTION**

### **Purpose**

The Council recognises that from time to time employees may have problems or concerns about their work, working environment or relationships with colleagues that they wish to raise and successfully resolve. The purpose of this grievance procedure is to provide the Council with a robust mechanism to deal with these issues quickly, consistently and fairly.

### **Scope**

The Council expects that grievances will be raised as soon as practically possible after the occurrence that led to the grievance, and without unreasonable delay. (I.e. normally within 20 working days and not more than 6 months after the event.)

It is not possible to provide an exhaustive list of the types of concerns from which a grievance could arise but may include, for example:

- dissatisfaction with working conditions
- relationships with managers and colleagues
- equal opportunities
- organisational change
- employment terms (excluding pay and grading)
- safety matters

Unless a grievance relates to a repeated pattern of behaviour, the grievance will be deemed to have been resolved after six months have elapsed if there has been no involvement of either the manager or the employee

Issues likely to fall outside the scope of the grievance policy include:

- grievances raised by ex-employees. The Council encourages employees to raise any grievances/concerns with their line manager at the time of occurrence, but in any event prior to leaving the employment of the Council
- matters over which the Council has no control
- pay or grading issues – these will be dealt with under the terms set out in each council's pay and/or grading policy.
- grievances that are the subject of, or appropriate to a collective dispute, which will be handled separately through discussion with the relevant trade union
- in a situation where an employee raises a concern as a 'protected disclosure' in compliance with the public interest disclosure provisions of the 1996 Act under the Council's Confidential Reporting Framework/Whistle-blowing Policy, this may be referred to other policies such as grievance or discipline for investigation.
- allegations of bullying, discrimination or harassment, these should be raised separately under the Council's Harassment and Bullying policy
- complaints about dismissal or about other disciplinary process or warning imposed as this process contains its own appeal procedure

Whilst the Council will aim to respect confidentiality of any employee's concerns or complaints there are occasions that, as part of its duty of care, or legal responsibilities the Council reserves the right to investigate and take forward matters without their consent e.g. discrimination, theft etc.

In addition where an employee's concerns relate to colleagues, the Investigating Manager may need to talk to those colleagues but will not do so without telling the employee first. If the employee is not prepared for their

grievance to be dealt with in this way (for example because they wish to preserve their anonymity) then the Council may not be able to investigate the grievance or resolve the matter.

Where an employee raises a grievance during a disciplinary process, not relating to the disciplinary matter, the disciplinary process may be temporarily suspended, at the manager's discretion, in order to deal with the grievance. Where the grievance and disciplinary cases are related, it may be appropriate to deal with both cases concurrently.

### **POLICY STATEMENT**

This policy is designed to encourage free and open communication between employees and their line managers to ensure that concerns, questions and problems arising during the course of employment can be aired and, where possible resolved quickly and to the satisfaction of all concerned. The Council recognises that there will be a small number of issues which are not resolved through informal means and this policy aims to provide a clear formal route to enable employees to pursue matters further if necessary.

No employee will suffer any form of victimisation arising from the raising of a grievance either from managers or work colleagues. Any such victimisation, should it arise, will be deemed a disciplinary matter.

### **ELIGIBILITY/EXCLUSIONS**

This policy will apply to all employees of the Council with the exception of the Chief Executive, for whom separate procedures apply. In the case of a grievance against or by a chief officer (Head of Service/Director), the process will be managed using the principles within this policy but with the support of an external source if necessary.

Grievances raised by employees against 1) Elected Members will be dealt with as set out in the Council's constitution 2) Agency Personnel – will be referred to their own Agency.

## **DEFINITIONS**

### **Working Days**

For the purpose and application of the procedure detailed in this policy, working days will be classed as Monday to Friday (excluding Bank Holidays)

### **The Council**

Unless otherwise stated this term refers to both Stafford Borough Council and Cannock Chase District Council

## **ACCOUNTABILITIES**

### **1. Employees:**

- Adhere to the guidelines and procedures of this policy
- Maintain confidentiality throughout the process
- Give full, honest and open information
- Raise concerns at the earliest opportunity
- Actively seek resolution
- Co-operate with any investigation
- To be open to mediation as a means of resolving their grievance
- To have realistic expectations of what can or cannot be achieved by raising a grievance

### **2. The Council**

- To give consistent, fair and reasonable treatment of grievance matters
- To act promptly when potential grievance matters arise
- To investigate the facts appropriately before taking action under the formal part of this procedure
- To allow the right to be accompanied by a workplace colleague or trade union representative to formal meetings at each stage of the procedure
- To give reasonable notice of any grievance meetings which will take place at a reasonable time and location
- To give the right of appeal against grievance action taken
- To advise an employee if an allegation has been made against them and keep them updated as/if the grievance process progresses

### **3. Managers:**

- Adhere to this policy and procedure
- Identify issues early and seek to resolve informally as soon as possible
- Seek professional advice from HR Services in a timely manner
- Conduct a fair and objective process and investigation
- Set an example through their own good conduct and behaviour

### **4. HR Services**

- Advise and support both the Manager and individual on the grievance process
- Advise and support the employee (s) who are subject to the grievance
- Work with Managers to ensure a fair and objective process and investigation
- Be present in any formal grievance meeting to act as an impartial advisor.

### **5. Trade Union:**

- Work with managers and support employees during the process
- Be available to undertake the role of 'The Companion' when asked

### **6. Investigating Officer**

- An investigating officer will be responsible for seeking to resolve the employee's grievance by meeting the employee, listening to their concerns identifying the key issues, using mediation where appropriate and identifying appropriate actions. Where necessary to address the issues raised in the grievance the investigating officer may, at their own discretion, implement a full investigation and may, at their own discretion, undertake to prepare a full written report of their findings – subject to the seriousness and/or complexity of the case and in consultation with HR Services.

## **ONGOING SUPPORT**

The council recognises that the grievance process may be an unsettling time; for the aggrieved, immediate team and any employees who are subject to any

grievance. The council will provide on-going support throughout the process as required.

## **PROCEDURE**

The Council will assume that all grievances are raised in good faith and will not penalise or victimise any employee for raising a genuine grievance or supporting another employee through the grievance process. In the unlikely event that a complaint is judged to be frivolous, malicious or vexatious, the employee raising the grievance may be subject to disciplinary action, if this can be reasonably established.

Under this policy an employee may not raise a grievance anonymously – this would hamper the investigation and consideration of the case and may prevent the subject of the complaint from responding effectively to the allegation. In very exceptional circumstances, where the employee has a genuine fear of the consequences of being identified as the complainant, they should contact HR for advice.

However, a complaint can be raised anonymously under the Council's Confidential Reporting Framework/Whistle-blowing Policy.

The Grievance Procedure comprises of the following stages:

- Informal Resolution
- Formal Stage 1 – The Grievance Statement
- Formal Stage 2 - Appeal
- Formal Stage 3 - Final Review

### **Informal Resolution**

If it is possible, in the first instance the employee should try and resolve the concern or issue informally through their line manager. This may be through the mechanism of the personal development review, one to one meetings, regular supervision meetings, requesting a specific meeting with their manager or through day-to-day interactions between themselves and their manager. Dealing with grievances in this way can often lead to the quickest

and most effective resolution. Employees should be able to resolve the majority of workplace issues in this manner without recourse to invoking the formal procedure. If this is not possible because the grievance is about the line manager, then the employee should approach the line manager's manager or a member of HR Services.

A Trade Union can also be called upon in these instances to help to resolve the matter at this stage.

### **Mediation**

Mediation is an informal process that may be facilitated by HR Services and is an alternative method of conflict resolution. It is a confidential and voluntary process in which a neutral person helps people in dispute to explore and understand their differences so that they can find their own solution. It is based on the principle of collaborative problem solving, with a focus on the future and rebuilding relationships, rather than apportioning blame.

Mediation can be used at any stage of the grievance process and is conducted on the basis that both parties want to achieve a mutually agreeable outcome or solution. A successful mediation should leave both parties feeling that the outcome is fair, reasonable and appropriate under the circumstances.

If mediation is considered to be an option for attempting to resolve a dispute, please contact a member of HR Services who will provide advice and guidance.

### **Formal Procedure:**

Where an employee has attempted to resolve their complaint or issue informally with their manager but remains dissatisfied they have the right to invoke the formal grievance procedure which is explained below.

**Note:** Whilst the Council fully upholds the right of any employee to raise a grievance through this procedure employees should be aware that raising a formal grievance is a serious matter and should think carefully before

embarking on this course of action. For example, careful consideration should be given to whether mediation might be a more appropriate means of dealing with the issue – particularly where it involves an ongoing relationship between the employee and their manager and/or colleagues. Formal grievances can be highly emotive and challenging for the employee concerned. Employees should have a realistic expectation about what can be achieved and take all reasonable steps to co-operate with the investigating manager in seeking to broker an amicable outcome.

### **Grievances about Other Employees**

If the complaint concerns a colleague, that individual will be informed in writing of any complaint made against them. The individual will be told in writing about the nature of the grievance, that it is being investigated under the formal procedure, that they will have the chance to give their version of events and provide any appropriate documentary evidence. They will also be entitled to have information about the outcome in writing.

All parties will be required to co-operate with any investigation that may be necessary, will have the right to be accompanied to any formal meetings and will be notified of the outcome. Failure to co-operate with an investigation may lead to disciplinary action. All parties should be open to the idea of mediation as a means of resolving the dispute.

### **Stage 1. The Grievance Statement**

- The employee must put their complaint in writing, using Grievance Form 1, (Appendix 2) within a reasonable period from when their issues arose (i.e. not more than 6 months), stating the substance of their grievance and detailing any other relevant information or evidence needed to support their complaint. The employee should also outline what outcome they are seeking as a resolution to the complaint. Should for any reason, the employee have any difficulty in expressing themselves in writing (for example by virtue of disability, difficulties with reading and writing, or because their first language is not English) they may ask their trade union

representative or a workplace colleague for assistance in preparing the complaint, or speak to a member of the HR Services for further advice.

- The Grievance Form 1 and any accompanying paperwork/evidence should be forwarded to the employee's line manager with a copy to HR Services (for information)
- In cases where the employee's complaint is against their immediate line manager, the employee should provide the written grievance to the manager of their line manager. Again a copy should be provided to HR Services (for information)
- A member of HR Services will be assigned to the grievance and will attend the meetings to provide any necessary advice or guidance.

It should be noted that an employee will not be permitted to demand disciplinary action, including dismissal, to be taken against another employee as the resolution to their grievance. The grievance process will conclude whether the disciplinary policy should be invoked and only the subsequent disciplinary investigation will conclude whether any disciplinary action should be taken.

### **The Grievance Meeting**

- On receipt of the Grievance Form 1 a member of the HR Services team will write to the employee inviting them to the meeting with their manager to formally discuss the grievance and informing them of their right to be accompanied by a trade union representative or work place colleague.
- This meeting should be arranged as soon as possible without unreasonable delay but ideally within 10 working days. The overriding purpose of the meeting is to enable the manager to fully understand the nature of the grievance and to explore with the employee how the grievance might be resolved amicably for all concerned. Ideally grievances should be resolved at that first meeting and the employee informed of the outcome and any proposed actions.

- **Note:** Where the grievance is about another employee the manager will need to inform the other party about the existence and content of the grievance and give appropriate information as described in the section above “Grievances about Other Employees”
- The grievance may be adjourned to allow for mediation, where all parties are open to the process – and the employee/other party will be informed of this in writing.
- Alternatively if the grievance cannot be resolved immediately because the manager deems that further investigation into the grievance is required the grievance meeting with the complainant may be adjourned whilst the investigation takes place. (This may include meeting or interviewing any party that is the subject of the grievance.) In such circumstances the length of the adjournment will be agreed at the time and kept to a minimum and will be confirmed to the employee in writing.
- If the grievance requires a more in-depth investigation the Manager will undertake an investigation or nominate an independent officer, if appropriate, and at the Council’s discretion. Any employees questioned as part of an investigation will be entitled to be accompanied by a trade union representative or work place colleague.
- At the end of any investigation the manager will meet with the employee again to inform the employee of the outcome and the proposed actions, if any.
- Whether the grievance is resolved at the first meeting or after an investigation a letter will be issued to the employee; this should be done without unreasonable delay and will ideally be sent within 5 working days of the meeting. The letter will include a record of the meeting, the findings regarding the grievance and any proposed action arising from the grievance, or agreed outcome. The letter will also inform the employee of the next stage that they can take if they remain dissatisfied with the

outcome and certain specific criteria are met as outlined in the section headed “Formal Procedure: Stage 2 – Appeal”.

- Any employee who is the subject of a grievance will also be issued with a letter outlining the findings.
  
- Options for resolving a grievance may include, but are not limited to:
  - That no further action is to be taken: or
  - That Informal Action may be required: e.g. counselling, mediation, mentoring. keeping under review, management action, training etc:
  - Changes in working practice;
  - Issuing or clarifying guidance in relation to working practices, policies or procedures;
  - Provision of training or other support for the complainant or other employees including mediation;
  - An apology from the identified person/s where responsibility for a particular situation can be clearly established;
  - Disciplinary proceedings against another employee where responsibility for a particular situation can be clearly established
  
- A record of the outcome of the grievance meeting(s) will be held on the employees personnel file

### **Formal Procedure: Stage 2 - Appeal**

Following the outcome of Stage 1; where the employee feels that all information relating to the grievance has not been duly considered, or that new information has come to light in support of their original grievance they can request for their grievance to be referred to a more senior manager for further consideration. Being discontent with the outcome of Stage 1 is not, in itself, a reason to move to Stage 2 of the Grievance process. The manager hearing this meeting will be a manager more senior to the one that heard the Stage 1 meeting and may be a Departmental/Service Manager or Head of Service.

- In the first instance, the employee should complete Grievance Form 2, (appendix 3) detailing the reasons why they wish their grievance to be re-considered and send to HR Services with any new supporting evidence and a copy of the Grievance Form 1. Wherever practical this must be done within 5 working days of receipt of the letter detailing the outcome from Stage 1 of the process.
- Copies of all correspondence relating to the grievance so far will be collated by HR Services and forwarded to the senior manager handling Stage 2 of the grievance.
- Again where the grievance relates to another employee that individual will be kept informed of the proceedings.
- HR Services will arrange to meet with the employee and the appropriate manager. Wherever practical, the meeting will normally take place within 10 working days of receipt of the Grievance Form 2 and the accompanying paperwork, but otherwise without unreasonable delay.
- The employee will receive a letter inviting them to the meeting and, as with stage 1, the employee has the right to be accompanied by a work place colleague or Trade Union representative.
- Following the meeting the senior manager will write to the employee detailing the outcome of the meeting and proposed resolution. (Note the potential options for resolution detailed in the section on stage 1). The letter will usually be sent within 5 working days of the meeting, without unreasonable delay. A copy of the letter will be held on the employees personnel file. Again any person who is the subject of a grievance will also be informed of the outcome.

### **Formal Procedure Stage 3: Final Review**

In the majority of cases, the Stage 2 appeal meeting would satisfactorily resolve the grievance. However there is a final stage and this Final Review would only be invoked on the grounds that there is substantial new evidence in support of the employee's original grievance or that the employee can

objectively demonstrate that the earlier stages have resulted in a decision that is inconsistent with the evidence submitted so far.

- If the employee wishes to seek a final review they should write to the Head of HR Services clearly setting out the grounds of the appeal and enclosing a copy of the original complaint and Grievance Forms 1 and 2.
- Wherever practical, this should be within 5 working days, without unreasonable delay of receiving the outcome of the Stage 2 appeal meeting.
- This review will be conducted by a member of the Leadership Team and will involve a review of all relevant documentation.
- The member of the Leadership Team undertaking the review may, on occasions, wish to meet with the employee or any other persons concerned with the grievance. If this is the case HR Services will write to the employee/any other persons to arrange the meeting.
- As with any formal stage, the employee/any other persons have the right to be accompanied by a work place colleague or Trade Union representative. (see section Right to be Accompanied: The role of the companion)
- Following the review the employee will be issued with a letter detailing the outcome. The letter will usually be sent without unreasonable delay, usually within 5 working days of completion of the review. A copy of the letter will be held on the employees personnel file.

This is the final stage of the formal grievance procedure and the decision of the member of The Leadership Team is final.

### **Right to be accompanied: The role of the companion**

The employee has a right to be accompanied to formal meetings under this procedure either by a Trade Union representative or a work place colleague.

- When choosing a companion the employee should avoid nominating someone whose presence may prejudice the hearing or who might otherwise have a conflict of interest.

- It would be unreasonable for an employee to ask to be accompanied by a companion from a geographically remote location if someone suitable and willing was available on site.
- A person requested by an employee to accompany them does not have to do so. However, where a person does agree to accompany an employee to their grievance meeting the companion will be permitted time off work to do so.
- Anyone who agrees to accompanying an employee must be aware that anything they see or hear during the meeting (s) must remain confidential and must not be discussed with any third party.
- Where the employees chosen companion is not able to attend the date agreed for the grievance meeting, an alternative date should be proposed by the employee, this would normally be within 5 days from the date the grievance meeting was arranged. As far as reasonably possible, the location and timing of any meeting will be convenient to the employee, the companion and the manager.
- The companion will be allowed to address the grievance meeting to put forward and sum up the employees case, respond on behalf of the employee to any views expressed during the meeting and confer with the employee during the meeting. The companion does not, however, have the right to answer questions on behalf of the employee, address the meeting if the employee does not wish it or prevent the hearing manager explaining the case. An exception will be made in special circumstances such as situations where a person has difficulty in conducting their own case because of their disability or because their first language is not English.

The Council can reject an employee's choice of companion (including Trade Union Representatives) in exceptional circumstances if it is unreasonable for him or her to request to be accompanied by that person. This may be the case, for example, if the companion is involved in the proceedings, or because he or she will not be available for a meeting for a substantial length of time.

## **RECORDS**

It is important to keep written records during each part of the grievance process. These records will include:

- the nature of the grievance raised
- a copy of the written grievance
- the Councils response
- action taken
- reasons for action taken
- details of the final review and the outcome reached

All records will be kept confidential and retained on the employees personnel file, both electronic and hardcopy, in accordance with the Data Protection Act.

## **OTHER SOURCES OF INFORMATION**

### **1. Related internal policies**

- Capability policy
- Disciplinary policy
- Attendance Management policy
- Harassment policy
- Confidential Reporting Framework
- Redundancy policy
- Pay and grading policy

### **2. Trade Union**

There are several trade unions working within Stafford Borough Council and Cannock Chase District Council who can assist with this policy. It is recommended that a trade union representative be contacted at the earliest possible stage so that appropriate advice, guidance and support can be offered to all parties involved with the process.

### **3. HR Services**

HR Services can provide supplementary information and assist with the application of this policy. It is recommended that a member of HR Services be contacted at the earliest possible stage so that appropriate advice, guidance and support can be offered to all parties involved with the process

#### **4. External Sources**

Further advice regarding the grievance process can be found on the following websites:

ACAS: [www.acas.org.uk](http://www.acas.org.uk)  
Government Advice Website [www.gov.uk](http://www.gov.uk)

Please note that the Council takes no responsibility or liability for any material produced by or contained in external sites or for any advice or services given by external organisations. It is the responsibility solely of each person to decide whether or not they use any such material, advice or service.

#### **LEGISLATIVE FRAMEWORK**

- **Employment Act 2008**
- **Employment Relations Act 1999**
- **Data Protection Act 1998**
- **ACAS Code of Practice – Disciplinary and Grievance Procedures –** whilst not, in themselves, a legislative requirement, these procedures outline good practice in dealing with grievance matters in the workplace.

#### **REVIEW STATEMENT**

Save as required by law, the Council reserves the right to periodically review this policy. Any amendment to the policy will be subject to consultation with the appropriate unions.

## **EQUALITY AND DIVERSITY CONSIDERATIONS**

All employees are responsible for ensuring that they operate the procedure in line with the Council's Equality and Diversity policy to provide equality of opportunity for all employees.

The Council is committed to ensuring that no-one is discriminated against, disadvantaged or given preference, through membership of any particular group, particularly based on age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. This procedure will be applied equally to all employees irrespective of their background or membership of a particular group.

The application of this policy and procedure will be subject to an equality impact assessment to ensure that it does not discriminate either positively or negatively in relation to the above groups either directly or indirectly. The Council will regularly review this policy's impact on any equality and diversity issues, and will identify any inequalities by monitoring and will take appropriate action where necessary.

## **APPENDICES**

- Appendix 1- Frequently Asked Questions
- Appendix 2 - Grievance Form 1
- Appendix 3 – Grievance Form 2

This policy document can be provided in Braille, on audio cassette tape/disk, large print and in the following languages on request to Cannock Chase Council on 01543 462621 and Stafford Borough Council on 01785 619000

Bengali, Gujarati, Chinese, Urdu, Punjabi and Polish.

আপনি অনুরোধ জানালে এই কাগজপত্রগুলোর বাংলা অনুবাদের ব্যবস্থা করা যেতে পারে।  
 如有要求的話我們可將此文件翻譯成中文  
 વિનંતી કરવાથી તમને આ દસ્તાવેજ તમારી માતૃભાષામાં મળી શકે છે.  
 ਜੇ ਤੁਸੀਂ ਚਾਹੋ ਤਾਂ ਇਹ ਪਰਚਾ ਤੁਹਾਡੀ ਬੋਲੀ ਵਿੱਚ ਮਿਲ ਸਕਦਾ ਹੈ  
 یہ دستاویز آپ کی زبان میں، گزارش پر دستیاب کی جاسکتی ہے۔

Ten dokument jest dostępny na żądanie w twoim języku

? = 01543 462621  
 ? = 01785 619000

| DOCUMENT CONTROL   |                     |               |
|--------------------|---------------------|---------------|
| Title              | Grievance Procedure |               |
| Owner              |                     |               |
| Amendment Dates    |                     |               |
| Version / Approval | Author              | Date          |
| Draft              |                     |               |
| Final              | Anne Bird           | December 2012 |
|                    |                     |               |
|                    |                     |               |

**Frequently Asked Questions**

**Q.** What happens if a manager tries to arrange a date to meet with an employee but the employee fails to attend or will not co-operate in attending a meeting?

**A.** The employee is entitled to be invited to a meeting to discuss their grievance so a manager must make the effort to arrange a meeting with the employee to address the grievance. If an employee fails to attend there may have been a good reason for this and the manager is advised to seek to re-schedule as soon as possible. However, it should be noted that an employee instigating a grievance should make every effort to attend the meeting. Where at least two attempts have been made and the employee fails to co-operate or repeatedly misses the opportunities offered to them to resolve the grievance the manager should write to the employee giving their written conclusions on the grievance (without the meeting taken place). In so doing the manager has taken every reasonable step to resolve the grievance despite the fact that there has not been a face to face meeting.

**Q.** What happens if, following the final stage: Final Review, an employee remains dissatisfied with the outcome of their grievance?

**A.** Where a person has used the grievance procedure to its full extent and remains unhappy with the decision made at the Final Review Stage they will not be permitted to raise the same matter again. The decision made at Final Review Stage is final and no further discussion on the matter will be entered into. The only recourse available to the employee at that point is to seek redress through Employment Tribunal proceedings.

**Q.** What happens if an employee retracts a grievance?

**A.** If an employee retracts a grievance, the manager should ask why he or she has done so and should reassure the employee that the grievance will be treated seriously and that it will not lead to the employee being treated less favorably. If the employee has concerns about the person who is the subject of the grievance, for example if he or she is being bullied by a colleague, the

manager should advise the employee that any intimidation resulting from the grievance will be dealt with as a serious disciplinary issue. It is ultimately up to the employee as to whether or not to pursue the grievance. If he or she does retract it, the manager could decide to follow up on the issues raised, for example by using the Councils disciplinary procedure to investigate allegations of misconduct by another employee.

**Q.** What happens if the companion is not available at the proposed time of the meeting?

**A.** If the companion is not available at the proposed hearing time and the employee suggests another time that is reasonable and falls within five working days of the original time, the hearing will, wherever possible, be postponed until the new time proposed by the employee.

**Q.** Can the Council reject an employee's choice of companion for the grievance meeting?

**A.** Under s.10 of the Employment Relations Act 1999, employees have the right to be accompanied at a disciplinary or grievance hearing if their request to be accompanied is reasonable. Therefore, the Council can reject an employee's choice of companion if it is unreasonable for him or her to request to be accompanied by that person. This may be the case, for example, if the companion is involved in the proceedings, or because he or she will not be available for a meeting for a substantial length of time.



**GRIEVANCE FORM 1**

**This form is intended for use by any employee of the Council who wishes to make a formal complaint under the grievance policy**

**Please provide full written details of your grievance on this form and send to HR Services**

|  |
|--|
| Cannock Chase District Council/Stafford Borough Council (Please delete as appropriate) |
| Employee(s) Name.....  |
| Service .....  |
| Job Title.....   |
| Managers Name .....  |

**PLEASE INDICATE THE NATURE OF YOUR GRIEVANCE**

|    |                            |  |    |                         |  |    |                          |  |
|----|----------------------------|--|----|-------------------------|--|----|--------------------------|--|
| 01 | Conflict with manager      |  | 02 | Working Conditions      |  | 03 | Conflict with Colleagues |  |
| 04 | Equal Opps/ Discrimination |  | 05 | Health & Safety Matters |  | 06 | Organisational change    |  |
| 07 | Breach of Council Policy   |  | 08 | Other                   |  |    |                          |  |

**SUMMARY OF GRIEVANCE**

|  |
|--|
| <p>Please set out the details of your complaint providing as much detail as possible, particularly what the issue was/is, dates, times, locations and the identities of those involved (please attach any evidence or witness statements):</p><br><br><br><br><br><br><br><br><br><br> |
|--|

**HAVE YOU DISCUSSED THIS GRIEVANCE INFORMALLY WITH YOUR  
MANAGER YES/NO**

If yes:

Date of discussion:

What was the outcome:

If no:

Please outline why:

**HAVE YOU DISCUSSED THE ISSUE WITH ANYONE ELSE (INCLUDING  
THE TRADE UNION)? YES/NO**

If yes:

Please state who the issue was discussed with, why, and when:

**OUTCOME OF GRIEVANCE**

What specific outcome are you seeking to resolve this issue?

**DECLARATION**

I confirm the information provided on this form is true to the best of my knowledge. I understand that making any false, malicious or untrue allegations may result in disciplinary action being taken against me by the Council:

Signature.....

Date.....

## Equal Opportunities and Diversity Monitoring Information for Grievances

The Council is committed to ensuring that no-one is discriminated against, disadvantaged or given preference, through membership of any particular group, particularly based on age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. These are the 9 protected characteristics under the Equality Act 2010.

The Council will regularly review this grievance policy's impact on any equality and diversity issues, and will identify any inequalities by monitoring and will take appropriate action where necessary.

To ensure that the Council can achieve this aim the following monitoring information is requested:

### Date of Birth:

### Gender:

Please tick applicable boxes below.

### Gender Identity

Is your gender identity the same as the gender you were assigned at birth?

|                   |  |
|-------------------|--|
| Yes               |  |
| No                |  |
| Prefer not to say |  |

### Ethnic Origin

White:

|         |  |       |  |                    |  |                |  |
|---------|--|-------|--|--------------------|--|----------------|--|
| English |  | Welsh |  | Scottish           |  | Northern Irish |  |
| British |  | Irish |  | Gypsy or Traveller |  |                |  |

Mixed:

|                           |  |                          |  |
|---------------------------|--|--------------------------|--|
| White and Black Caribbean |  | White and Black African  |  |
| White and Asian           |  | Any other mixed heritage |  |

Asian or Asian British:

|        |  |           |  |
|--------|--|-----------|--|
| Indian |  | Pakistani |  |
|--------|--|-----------|--|

|             |  |                        |  |
|-------------|--|------------------------|--|
| Bangladeshi |  | Other Asian background |  |
|-------------|--|------------------------|--|

**Black or Black British:**

|           |  |         |  |                            |  |
|-----------|--|---------|--|----------------------------|--|
| Caribbean |  | African |  | Any other black background |  |
|-----------|--|---------|--|----------------------------|--|

**Chinese or other ethnic group:**

|         |  |                    |  |
|---------|--|--------------------|--|
| Chinese |  | Other ethnic group |  |
|---------|--|--------------------|--|

**Do you consider yourself disabled** Yes/No

If yes, please tick box(es) applicable:

|                       |  |
|-----------------------|--|
| Mobility impairment   |  |
| Hearing impairment    |  |
| Visual impairment     |  |
| Learning difficulties |  |
| Communication         |  |
| Mental health         |  |
| Physical              |  |
| Other (please state)  |  |
| Prefer not to say     |  |

Does this physical or mental impairment have a substantial and long term adverse effect on your ability to carry out normal day to day activities:

|     |  |
|-----|--|
| Yes |  |
| No  |  |

**Sexual Orientation - Please state what your sexual orientation is:**

|                   |  |
|-------------------|--|
| Heterosexual      |  |
| Bisexual          |  |
| Gay               |  |
| Lesbian           |  |
| Prefer not to say |  |

**Religious Beliefs – (please tick applicable box):**

|           |  |        |  |                   |  |
|-----------|--|--------|--|-------------------|--|
| None      |  | Hindu  |  | Sikh              |  |
| Christian |  | Jewish |  | Buddhist          |  |
| Muslim    |  | Other  |  | Prefer not to say |  |

Any other belief: (please state):

**Do You Have Any Caring Responsibilities:**

**Age:**



**CANNOCK CHASE DISTRICT COUNCIL AND STAFFORD BOROUGH COUNCIL**

**GRIEVANCE FORM 2**

**This form is intended for use by any employee of the Council who wishes to appeal the decision made by the Council regarding a formal grievance raised under The Grievance Procedure policy.**

**Please provide full written details of your appeal on this form and send to the HR Services**

|  |
|--|
| Cannock Chase District Council/Stafford Borough Council (Please delete as appropriate) |
| Employees Name.....  |
| Service .....  |
| Job Title.....   |
| Managers Name .....  |

**PLEASE INDICATE THE NATURE OF YOUR GRIEVANCE**

|    |                            |  |    |                    |  |    |                          |  |
|----|----------------------------|--|----|--------------------|--|----|--------------------------|--|
| 01 | Conflict with manager      |  | 02 | Working Conditions |  | 03 | Conflict with Colleagues |  |
| 04 | Equal Opps/ Discrimination |  | 05 | Safety Matters     |  | 06 | Organisational change    |  |
| 07 | Breach of Council Policy   |  | 08 | Other              |  |    |                          |  |

**STAGE 1 PROCESS – GRIEVANCE MEETING**

|   |
|---|
| Date of the Stage 1 Grievance meeting.....                      |
| Date letter received confirming the outcome of the meeting..... |

**SUMMARY OF APPEAL**

Please set out the grounds for your appeal providing as much detail as possible. Please include any grounds for considering that the information relating to your grievance has not been duly considered or that new information has come to light. (please attach any new evidence or new witness statements):

**OUTCOME OF APPEAL**

Please set out what outcome you are looking for from the appeal and how you believe that this will resolve the issue:

**DECLARATION**

I confirm the information provided on this form is true to the best of my knowledge. I understand that making any false, malicious or untrue allegations may result in disciplinary action being taken against me by the Council:

Signature.....

Date.....