

Grievance Policy W8

Additionally refer to:

- Recognition Agreement
- Whistleblowing Policy
- Disciplinary policy
- Probationary policy
- Employee Investigations Policy.
- Bullying and Harassment policy
- Equality, Diversity and Inclusion Policy
- Handling Concerns about Doctors and Dentists
- Managing Attendance & Employee Wellbeing
- Managing Employee Performance Policy

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1. Policy on a Page

- This policy outlines the process that staff can follow to raise a grievance in situations where an individual employee has a grievance or where a group of employees have a collective grievance against a management decision; or action is proposed or has failed to have been taken in relation to their employment. It is designed to bring these matters to a speedy and fair conclusion. If the manager fails to act or does not respond then the employee may raise a grievance.
- Grievances cannot be taken out “against” any individual employee or group of employees of the Trust; with the exception when a manager fails to take action to resolve an employee’s grievance. If an employee has a complaint/concern against another employee then they should pursue their complaint/concern through the Bullying and Harassment policy or other policies such as Whistleblowing.
- The policy has three key stages:

Stage 1 (Discuss it) Informal resolution: Early resolution of concerns is best for all involved ideally through conversations and discussions, that take place as part of ‘normal working practice.’

Stage 2 (Raise it) Formal Resolution: If the grievance has not been resolved at stage 1 the individual or group of employees can request formal resolution at stage 2. The purpose of the meeting is to find a mutually agreed outcome.

Stage 3 (Appeal it) Formal resolution: If the matter is not resolved at stage 2 then the individual or group of employees can appeal the decision. The appeal will be heard by an independent manager supported by HR who will meet with the individual or group of employees who have the right to be represented by a trade union or professional organisation representative or work colleague. The outcome of the appeal may be to overturn or confirm the original decision or apply a different resolution. There is no further right of appeal.
- Health and well-being of staff: Throughout this process staff may request support from HR, Occupational health, Freedom to speak up Guardian or the Staff Psychology Service.

2. Policy Statement

- 2.1 The Trust is committed to ensuring employees are managed in a supportive, consistent, fair and effective manner, promoting a positive working environment with an appropriate means through which grievances can be discussed with management and resolved.
- 2.2 Individual employees or a group of employees (collective) can raise a grievance against a management decision or when action is proposed or has failed to have been taken in relation to their employment. Or if the manager fails to act or does not respond a grievance can also be raised. If a grievance is proven to be knowingly malicious or vexatious the individual employee raising it may be subject to disciplinary action in line with the Trust's Disciplinary policy.
- 2.3 The policy has no provision for grievances to be raised "against" other employees. In this situation, if an employee has a complaint/concern against another employee then the course of action open to them is to pursue their complaint/concern through other policies such as Bullying and Harassment or Whistleblowing.
- 2.4 The aim of this policy is for managers and employee(s) to actively work together to resolve grievances informally at stage 1 avoiding where possible the need to trigger the formal process at stage 2/3.
- 2.5 It is expected that all grievances will be raised as soon as is reasonably possible. Consideration will be given to extenuating factors such as long-term sickness or when the parties involved are for example subject to Organisational change processes.

3. Scope

- 3.1 This policy applies to all staff employed by the Trust and those staff engaged through the Trust Temporary Staffing Department (bank). The policy does not apply to agency workers or contractors.
- 3.2 Where grievances are about specific decisions made by Very Senior managers (including Executive Directors and members of the Trust Board), which impact on employees, the Trust will ensure that a suitable, independent person chairs the formal stages of the grievance process. Depending on the nature of the grievance, and whether other Very Senior managers have already been involved in the process, will necessitate the need for an external person to chair hearings and/or appeals.
- 3.3 This policy is intended to apply to concerns relating to matters such as:-
 - The application or interpretation of agreements, policies and procedures
 - Health and Safety
 - Working arrangements
 - Working environment
 - A breach of statutory employment rights
 - Any other issue affecting an individual's employment (excluding those set out below)
- 3.4 This policy is not intended to apply to concerns relating to:
 - Dismissal or other disciplinary matters, probationary or performance management including individual sanctions that result from disciplinary action
 - Suspension from work
 - Harassment or Bullying/Dignity at work
 - Matters concerning nationally agreed terms and conditions of employment or matters within the scope of formal negotiations at a national level

- Matters related to national insurance, income tax and pension schemes rules
- Staff covered by the Agenda for Change national terms and conditions who have a grievance concerning their job banding must raise the matter under the Job Evaluation Policy W60.
- If an employee(s) wishes to report possible malpractice, wrongdoing, or illegal activities they must inform their line manager or the manager's manager. Or, if that is not appropriate employees can use the Freedom to Speak Up Policy or Anti-Bribery and Fraud Policy.

4 Roles and Responsibilities

4.1 Trust Board

The Board has responsibility to oversee this policy and ensure that appropriate processes and actions are in place so that employees are treated in a fair and consistent manner. The Trust Board expects employees to seek informal resolution to grievances where possible, recognising that every employee has the right to seek formal redress for problems that arise at work.

4.2 HR (People Services and Organisational Development) Director

The HR (People Services and Organisational Development) Director is responsible for the development, implementation and updating of this policy providing active support and guidance to all parties involved in the grievance process.

4.3 Directors and Heads of Department

Senior managers have a responsibility to take appropriate action when grievances are raised ensuring they are dealt with promptly and effectively and the stages in the grievance process are closely monitored in a timely way. A key aspect of this policy is to ensure that managers who hear grievances are independent and impartial in order that a fair outcome is reached in resolving the individual or group grievance.

4.4 Managers

Managers are expected to familiarise themselves with this policy.

Managers who are responsible for attempting to resolve grievances must be independent and impartial. This means they have not been involved in the grievance to date or had discussions with either party and are not in a line management relationship with either the employee who is raising the grievance or the manager.

Managers who are subject to a grievance either because of their management decision or when they have failed to act; are expected to actively engage with all stages of the grievance process. They should try to reach a mutual and preferably informal resolution of the concerns which an employee or group of employees have raised. The Trust has a duty of care towards the individual/group of employees as well as the manager involved in the grievance. Managers can seek support from Occupational health, the Trust's counselling service and from the Trust's Staff Psychological Service (see section 8.2).

Managers must ensure that all staff are treated fairly and within the provisions and spirit of the Trust's Equality, Diversity, and Inclusion Policy.

It is incumbent on managers to act in a professional manner at all times when involved in the grievance process.

4.5 Commissioning manager

The role of Commissioning manager is referred to at Stage 2 – the formal stage of the policy. When the independent manager overseeing the employee's grievance considers it necessary to undertake an investigation, they assume the role of Commissioning manager.

4.6 Employees

Employees are expected to familiarise themselves with this policy and for taking all reasonable steps to resolve their concerns informally as part of normal working practice where appropriate. If informal interventions have not worked, employees should pursue the formal stages of this policy.

Depending on the circumstances, employees may decide that their grievance is so serious that the only recourse is to invoke the formal stages of this Grievance policy.

It is incumbent on employees to act in a professional manner at all times when involved in the grievance process.

If the employee or group of employees wishes to withdraw their grievance they must do so in writing informing their manager and copy in HR. This will formally close the grievance.

The Trust has a duty of care towards the individual/group of employees involved in the grievance. Employees can seek support from Occupational health, the Trust's counselling service and from the Trust's Staff Psychological Service (see section 8.2).

4.7 Trade Union, Professional Organisation representation

Employees are entitled to be represented during any stage of the grievance process by either their Trade Union representative or Professional Organisation or Trust employed work colleague. Family members or partners are not allowed to accompany an individual unless they are required to assist with disabilities or language difficulties or any other extenuating circumstances.

If there is a conflict of interest in the involvement of a manager, HR representative, or companion, the HR Representative and Employee's Representative will together agree the necessary course of action to be taken which might include replacing the manager, HR representative, or companion.

5 Status Quo

- 5.1 "Status quo" refers to the maintenance of the existing arrangements in operation immediately prior to the grievance being lodged. It will be normal practice to suspend any planned changes that caused the grievance to be lodged until it has been heard and therefore to maintain the status quo. Should the employee wish to invoke the status quo this should be done as soon as possible. It can be requested at any stage, as part of the grievance submission (see appendix A & B), but in most cases should be done immediately when the grievance is first raised.

- 5.2 Status quo will generally apply whilst the grievance is being heard, unless the manager has evidence that implementing the proposal or failing to implement the proposal which has led to the grievance being lodged would place the Trust in:
- breach of its legal obligations.
 - a position which would compromise patient care; or
 - a position which could compromise the wellbeing or safety of other staff.
- 5.3 The manager receiving the grievance will respond in writing to any request within 5 working days unless exceptional circumstances apply. In these circumstances they will confirm in writing why they are unable to respond within this timeframe.

6 The Grievance Stages

Introduction

The policy has three key stages as set out below:

Stage 1 (Discuss it) Informal resolution: The Trust encourages employees to try and resolve their concerns informally.

Stage 2 (Raise it) Formal Resolution: If the grievance has not been resolved at stage 1 the individual or group of employees' can request formal resolution at stage 2.

Stage 3 (Appeal it) Formal resolution: If the matter is not resolved at stage 2 then the individual or group of employees' can appeal the decision. There is no further right of appeal.

An individual employee, or if more than one person is affected, then a group of employees' who consider their concerns are very serious, can request that their grievance be considered formally at stage 2 and not stage 1. This is because the nature of the grievance may not be appropriate to pursue informal resolution.

If the employee or group of employees wishes to withdraw their grievance they must do so in writing informing their manager and copy in HR. This will formally close the grievance.

If a grievance is proven to be knowingly malicious or vexatious the individual employee raising it may be subject to disciplinary action in line with the Trust's Disciplinary policy.

The 3 stages of the Grievance procedure detailed below refers to the role of the Independent manager. This person will be appointed to the role from outside the Division i.e. from another Division, who has not been involved in the case to date and is not connected in any way to the individual employee who has raised the Grievance.

6.1 Stage 1 – Discuss It - Informal Resolution

- 6.1.1 Dealing with grievances informally can often lead to speedy resolution of problems. In most circumstances concerns should be discussed and resolved as 'normal working practice' in an informal and supportive way through discussion between the employee and the manager who has taken a decision or action affecting the employee(s).

Where an individual wishes to raise a concern they should make it clear to the relevant manager that they are raising a grievance at Stage 1. They can do this by email or face-

to-face or both. It is helpful to include any relevant dates, facts and the outcome being sought.

If employees choose to raise their concerns by e mail they should expect a reply from the manager in response to all points raised. If employees choose to discuss their concerns face to face it may be helpful to request that the meeting is facilitated by an independent manager (who both parties agree is suitable). Managers and individuals are encouraged, wherever possible, to be open minded when trying to identify ways of resolving differences in order to maintain good employee relations.

6.1.2 Recording the outcome of stage 1 is either undertaken by the manager or if a facilitated discussion took place this should be the task of the manager who is impartial and led the facilitated discussion. The meeting and outcome should be recorded as a file note placed on the employee's and manager's personal files, (a copy must also be provided to the individuals), or a short letter/email to confirm discussions and/or agreements reached. The file note should be signed by the individual and the manager to evidence that they agreed with the outcome of their grievance or if an e mail, both parties should reply saying that they agree with the outcome. This will either close the grievance or if unresolved be used as evidence at the formal stages of this policy.

6.1.3 Timeline: It is anticipated that from the date the employee or group of employees have raised their grievance either in an e mail or discussed face to face, to the time the outcome of stage 1 is recorded as a file note as above, should take no longer than 3 months. Managers have a duty of care to update the employee or group of employees on a regular basis with progress in setting up meetings and if there are delays to inform both parties at the earliest opportunity.

6.1.4 If the grievance is resolved at this stage, any action agreed at the meeting should be implemented within 4 weeks following the meeting.

6.2 Stage 2 – Raise It - Formal Resolution

6.2.1 If the grievance has not been resolved informally at stage 1 (Discuss It), the individual employee or group of employees (raising a collective grievance) can request formal resolution at stage 2 (Raise It).

To raise a concern at stage 2 the individual employee or group of employees' must put the complaint in writing by completing the Record of Grievance Form (Appendix A). The form must be submitted to the HR helpline email: sath.hradvice@nhs.net and copied to the manager with whom the employee/group of employees' have previously raised their concerns at the informal stage of the policy or if serious have moved straight to this stage of the grievance process.

6.2.2 The Record of Grievance Form should explain the basis of the grievance. It is helpful to include any relevant dates, facts and the outcome being sought. The individual should outline actions taken to date to resolve the concerns through Stage 1 (Discuss It) if appropriate. HR will acknowledge receipt of the stage 2 grievance within 5 working days and copy the relevant manager.

6.2.3 HR will appoint an independent manager to hear the grievance and will act as the advisor to the independent manager at the meeting. The employee can request representation (see 4.7). Both parties will be notified of the name of the independent manager and if there is a perceived conflict of interest then either party should raise

their concerns with HR to resolve. Both parties should also receive a copy of the Record of Grievance form and a copy of the Grievance policy. The Grievance meeting will aim to be set up within 20 working days.

- 6.2.4 The purpose of the meeting at Stage 2 (Raise It) is to consider all the points raised by the employee or group of employees' (collective) who submitted the grievance against the manager's decision or when action is proposed or has failed to have been taken detailing the informal action that has been attempted, with the aim of reaching a mutual resolution.
The independent manager hearing the grievance may adjourn to gather other relevant information, but this should not take longer than 4 weeks.
- 6.2.5 If there are any delays in setting up the meeting and/or gathering relevant information then the independent manager should update the employee and the manager every 2 weeks.
- 6.2.6 Depending on the complexity of the grievance, the independent manager in consultation with HR may submit the grievance to a Decision Making Group (DMG) to review the case. The DMG is impartial, chaired by the independent manager and advised by HR and attended by the relevant clinical, medical or head of department for the area. Both parties will be informed of the membership of the DMG. The DMG will consider all the information available to date, make recommendations and suggest next steps. The independent manager will then notify the parties of the next steps in writing. Should an investigation be recommended, the independent manager will assume the role of the Commissioning manager. The employee will receive written confirmation within 5 working days that an investigation will take place and an independent investigator appointed. The Commissioning Manager is responsible for keeping the individual informed of the details and progress of the investigation every 4 weeks.
- 6.2.7 Once the investigation has been concluded, the Commissioning Manager will consider the findings of the report and invite the employee to a feedback and outcome meeting which will be supported by HR. The employee can invite a Trade Union/Professional Organisation representative or be accompanied by a work colleague. The Commissioning manager will make a record of the outcome meeting and produce a written response indicating the reasons for upholding or rejecting the grievance. They will record any agreement reached and include the right of the employee to appeal the outcome by escalating their grievance to Stage 3. The formal response should normally be provided in writing within 10 Working days of the Stage 2 meeting. Although if there is a need to extend this timeline the individual will be contacted by the Commissioning manager and a revised timeline agreed.
- 6.2.8 There are several possible outcomes at the conclusion of the Stage 2 Grievance meeting:
- a) Reach a mutually agreeable outcome with the individual that resolves the grievance in full.
 - b) Reach a decision on some but not all of the individual's concerns. This may mean that the other elements are not upheld or that there are other ways in which these issues can be addressed which will be set out in writing.
 - c) Reach a decision that does not uphold the allegations. The employee is offered the right of appeal (see 6.3.2 - the grounds for raising an appeal), which will be set out in writing.

- d) Due to the serious nature of the findings the Commissioning manager recommends that the matter should be dealt with under the Disciplinary Policy.
- e) If the grievance is proven to be knowingly malicious or vexatious, the individual raising it will be subject to disciplinary action in line with the Trust Disciplinary Policy.

6.2.9 The decision reached (a – e) should be put in writing and sent to the parties within 10 working days. The Commissioning manager, assisted by HR should ensure actions are implemented within 4 weeks of the date of the outcome letter.

6.2.10 If the employee and the manager involved in the grievance is registered with a professional body as an essential specification for their role and depending on the nature of the grievance and potential outcome of stage 2, they may decide to notify their professional body. In any case, the Independent Manager/Commissioning manager should consult with HR to also consider informing the professional body. If the decision is taken to inform the professional body, then the employee/manager should be notified that this has happened.

6.3 Stage 3 – Appeal It - Appeal against Formal Resolution

6.3.1 If the employee or group of employees' (collective) is not satisfied with the outcome at Stage 2 (Raise It), they may appeal. To do this, they must appeal in writing to HR by completing the Grievance Appeal Form (Appendix B) and sending to e mail sath.hradvice@nhs.net. The Form must set out the grounds of the appeal. Additional documents can be included with the form to support the appeal. The appeal must be submitted within 10 working days of receipt of the outcome of the Stage 2 meeting. HR will acknowledge receipt of the appeal in 5 working days.

6.3.2 Appeals can be made in relation to the following circumstances:

- the reasons given in the outcome letter not to uphold the grievance was not reflective of the evidence provided at Stage 2.
- the correct policy or process was not followed.
- new evidence related to the grievance has come to light that would potentially change the outcome.

6.3.3 A different independent manager (not involved in the case to date), will be appointed by HR, to hear the appeal. They will be supported by another panel member who is also impartial and advised by an HR Advisor. The employee can request representation (see 4.7) or be accompanied by a work colleague. All parties must be informed of the names of the panel members including the HR Advisor. The independent manager will arrange to meet with the individual employee or group of employees' within 20 working days of the receipt of the Stage 3 Grievance, confirming arrangements for the meeting in writing.

6.3.4 The purpose of the appeal meeting is not to re-visit all the elements of the individual's grievance, but to consider the points stated in the Grievance Appeal Form (and review any new evidence submitted).

6.3.5 The independent/commissioning manager at stage 2 will be present at the Stage 3 (Appeal It) meeting if appropriate. The Grievance Appeal form and other relevant paperwork will be shared with the independent/commissioning manager. They will be required to provide a formal written response to the points raised by the employee in advance of the appeal and provided at the meeting. If there was an investigation, the

investigation report, findings and outcome at Stage 2 will also be provided to the hearing.

6.3.6 The outcome of the appeal may overturn or uphold the original decision at stage 2 or apply a different resolution. The appeal outcome will be confirmed in writing within 10 working days of the appeal meeting. In exceptional circumstances the manager considering the appeal may require a longer period of time to consider their decision or gain clarification on certain matters and this must be communicated to the individual or group of employees' and a revised timeline agreed.

6.3.7 There is no further right of appeal under this policy. Reference is made in 7.2 to the Trust's disputes procedure. Groups' of employees must follow the stages of the Grievance policy before considering any further action.

7 Links with other HR Policies

7.1 Where a grievance is raised during disciplinary/performance, management/probationary or managing attendance; proceedings may be temporarily suspended in order to deal separately with the grievance. Proceedings should run concurrently to the grievance process, where a concern is raised by an employee being managed under one of these other policies.

7.2 The Recognition Agreement policy contains a specific section on disputes and outlines the process for internal dispute resolution only when groups' of employees (collective) are involved.

8 Communication during the Grievance process

8.1 A communication Plan is set out in Appendix D which recommends when the parties involved in the Grievance stages of the policy need to be updated. The plan focusses on the employee or group of employees, HR support, Independent/Commissioning manager and if an investigation is carried out, with the investigating officer. Its purpose is to inform all parties of the progress of the grievance particularly if there are delays in the process. Whilst the Trust will endeavour to adhere to the communication plan, there may be circumstances when alternative methods/frequency of communication will need to be made.

8.2 HR regularly monitors all cases and will takes appropriate action where there are significant delays, including hosting case reviews.

8.3 Staff Psychological Service: The Staff Psychology Service is available to support any member of staff who is experiencing emotional distress in relation to a work-related issue. Individuals wanting to access support can refer themselves by emailing: sath.staffpsychology@nhs.net or a manager can refer on their behalf. Information about the service is also available on the intranet: [SaTH Intranet - Staff Psychology Service](#)

8.4 The Trust has a duty of care towards the individual/group of employees and manager involved in the grievance. The independent/commissioning manager can refer the employee or group of employees' to Occupational health and to the Trust's counselling service if they are concerned for their health and well-being.

9 Records

9.1 File notes, e mails and notes of face-to-face meetings, plus outcome correspondence from the stages of this Grievance process should be retained on an individual/group of employees' personal files, including the manager's personal file.

10 Training Needs

10.1 For advice on available training and briefings please contact HR (sath.hradvice@nhs.net)

11 Review Process

11.1 This policy will be reviewed if there are legislative changes within 3 years or when other significant reasons require the policy to be amended.

11.2 In order that this document remains current, any of the appendices to the policy can be amended and approved without the need to return to the ratifying committee.

12 Equality Impact Assessment (EQIA)

12.1 This policy applies to all employees equally and has no positive or negative impact on the protective characteristics within the Equality Act (2010).

13 Process for Monitoring Compliance

13.1 The monitoring of this policy includes an annual audit of the points set out in the table below. Where non-compliance is identified an action plan will be drawn up and monitored by JNCC. Where remedial action can be taken immediately, the action must be recorded appropriately.

Aspect of compliance or effectiveness being monitored	Monitoring method	Responsibility for monitoring (job title)	Frequency of monitoring	Group or Committee that will review the findings and monitor completion of any resulting action plan
The policy is fairly applied to staff in a transparent manner	Use of workforce database	People Governance and Projects Manager	Yearly	JNCC
Number of cases being referred to HR Advisors/Managers for support	Use of workforce database	People Governance and Projects Manager	Yearly	JNCC
Number of appeals against decisions taken under this policy.	Use of workforce database	People Governance and Projects Manager	Yearly	JNCC
Ongoing discussions with JNCC representatives	Deputy Director of People	Ongoing	JNCC Yearly	JNCC

14 **References**

- Legislation
 - Employment Act 2008
 - Employment Tribunals (Constitution and Rules of Procedure) (Amendment) Regulations 2008
 - Employment Rights Dispute Resolution Act 1998
 - Employment Relations Act 1999
 - Employment Rights Act 2004

Appendix A

RECORD OF GRIEVANCE AT STAGE 2 - (Raise It – Formal Resolution)

To be completed by the employee (or representative) raising a Grievance.

This form should be submitted if you wish to raise a grievance formally at Stage 2 of the Grievance Policy where your grievance was not resolved at Stage 1 (Discuss It – Informal Resolution)

You are required to complete this form and submit it to HR within 10 working days.

Please read the Grievance Policy before completing this form. If you require assistance completing this form, please contact your Trade Union Representative, HR or your manager (if appropriate). An electronic version of this form is available from the HR Team (sath.hradvice@nhs.net). If you require any adjustments to enable you to attend any meetings to discuss your grievance, please specify below: -

Name:		Date:	
Job Title:		Ward/ Department:	
Home Address:			
Contact Number:			
Email Address:			
Preferred method of written communication (delete as appropriate)	Email	Postal	
Adjustments required:			
Name of Companion			
Contact email address for Companion			
Do you consent to information be shared directly with your representative? (TUPO rep only)	Yes	No	

For collective grievances please list the names, job titles, department and contact details for each individual on a separate sheet of paper. The individual listed above will be used as the main point of contact and spokesperson for the group.

Have you attempted to 'Discuss It' previously?	Yes/No	If yes, with whom?
Outcome:		
<i>Please include the name of the individual you have approached at Stage 1 'Discuss it.</i>		
If no, why is this not appropriate?		

Please note: - Concerns will not be considered at stage 2 unless all reasonable steps have been taken to resolve matters at Stage 1 (Discuss It – Informal Resolution) where appropriate.

NATURE OF GRIEVANCE

<p><i>Who is your grievance against? (What management decision, action or omission that has been taken, is proposed or has failed to have been taken)</i></p> <p><i>Please include who communicated this decision, action or omission to you?</i></p>	
<p><i>Are you requesting that 'status quo' is invoked?</i></p> <p><i>Please note status quo will normally apply unless it can be demonstrated that this would prevent change necessary for the effective operation of the Trust.</i></p>	
<p><i>Please describe the nature of your Formal Grievance.</i></p> <p><i>Please provide a description of your concerns including precise information such as dates of events, meetings or correspondences, whether this is one off or part of a sequence of events, names or those involved and any reference documents or policies.</i></p> <p><i>Please attach any supporting information to the Form.</i></p> <p><i>(continue another sheet if required)</i></p>	
<p><i>Please state your desired outcome and why and how you believe this will resolve the issue?</i></p> <p><i>(continue on another sheet if required)</i></p>	

Signed:..... Date:.....

Appendix B

GRIEVANCE APPEAL FORM (Stage 3 – Appeal It)

To be completed by the employee (or representative) appealing against a Grievance Decision at Stage 2 (Raise it – Formal Resolution).

This form should be submitted if you wish to appeal against the decision reached at Stage 2 ('Raise It – Formal Resolution) in relation to your grievance.

You are required to complete this form and submit it to HR (sath.hradvice@nhs.net) within 10 working days of receiving written confirmation of outcome at Stage 2.

Late appeals or appeals on any other grounds to those set out in the policy will only be considered in exceptional circumstances.

Please read the Grievance Policy before completing this form. If you require assistance completing this form please contact your Trade Union Representative, HR or your manager (an electronic version of this form is available from the HR Team). If you require any adjustments to enable you to attend any meetings to discuss your grievance please specify below:-

Name:		Date:	
Job Title:		Ward/ Department:	
Home Address:			
Contact Number:			
Email Address:			
Preferred method of written communication (delete as appropriate)		Email	Postal
Adjustments required:			
Name of Companion			
Contact email address for Representative or Companion			
Do you consent to information be shared directly with your representative? (TUPO rep only)		Yes	No

For collective grievances please list the names, job titles, department and contact details for everyone who is part of this appeal on a separate sheet of paper. The individual listed above will be used as the main point of contact and spokesperson for the group.

Reason for Appeal – Stage 3 'Appeal it'

What is the reason for your appeal? My grievance was not upheld <i>NB if your appeal is based on new evidence – you must explain why this previously</i>		Please Tick all that apply
	the evidence did not support the outcome of my grievance	
	the correct policy or process was not followed	
	new evidence has come to light that would change the outcome	

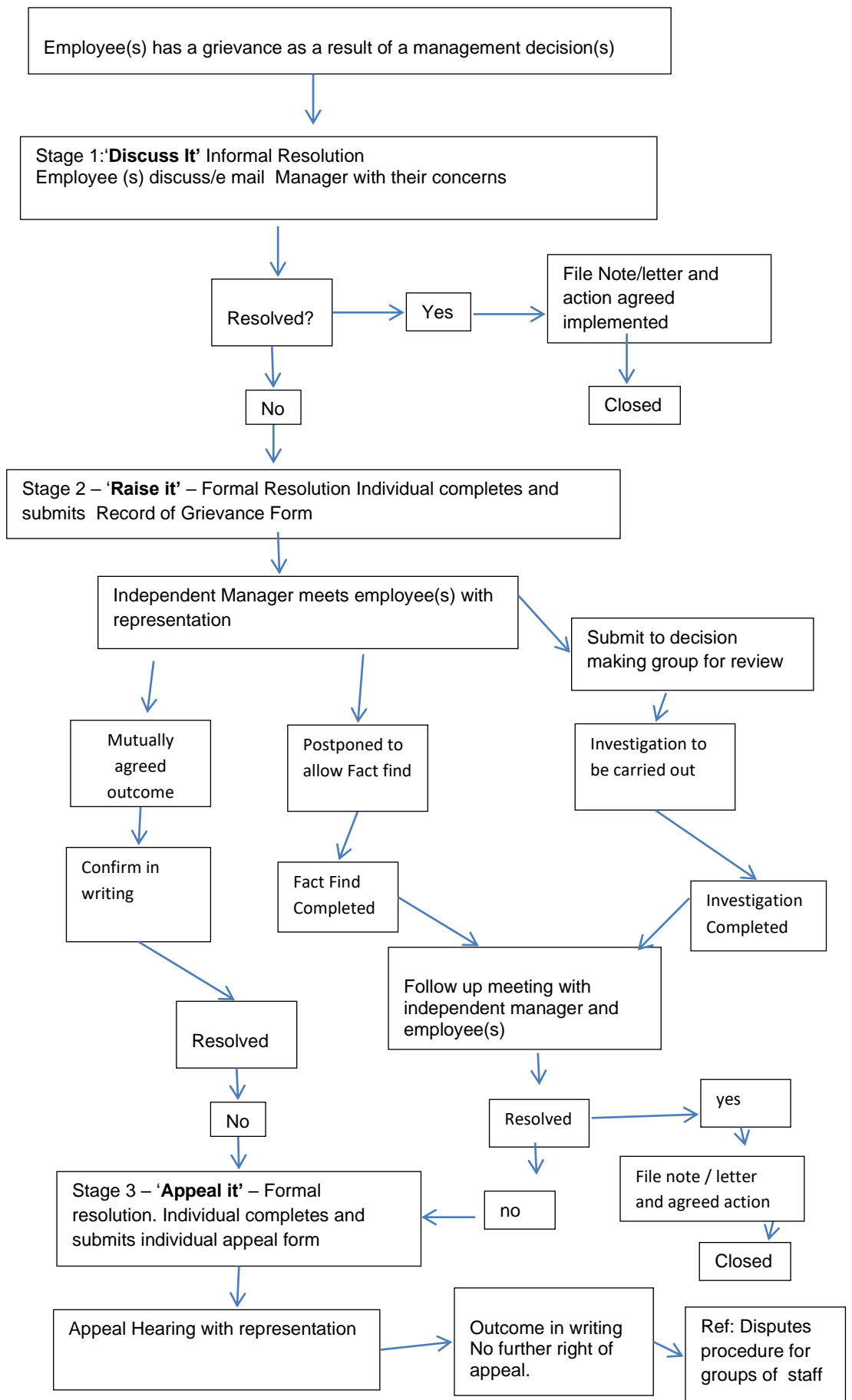
<p><i>undisclosed information was not presented/available at stage 2.</i></p>	<p>the outcome is inconsistent with how others have been treated</p>	
<p><i>Are you requesting that 'status quo' is invoked?</i> Please note there is no automatic right for status quo to apply. It would normally apply unless it can be demonstrated that this would prevent change necessary for the effective operation of the Trust.</p>		
<p>Please detail the grounds for your appeal and why an Appeal is being requested?</p> <p><i>(Please attach any supporting information to the Form)</i></p> <p><i>(continue another sheet if required)</i></p>		
<p>What outcome do you seek?</p>		

THIS GRIEVANCE HAS PREVIOUSLY BEEN CONSIDERED AT EITHER STAGE 1 OR 2, please summarise the outcome or attach the relevant outcome letter or other documentation from stage 1 and stage 2 of this grievance..

Signed:..... **Date:**.....

Appendix C

GRIEVANCE PROCESS



Appendix D: Communication Plan for updating during the Grievance process

Name:	
Department:	
Job Title:	
Manager's name	
Date completed:	
Date of Review:	

Communication	Required	Signed	Date	Date	Date
Updates between Investigation Officer, HR lead & Independent/Commissioning manager	Every weeks 2				
Updates with the individual/Group of employees and manager affected	Every weeks 4				

Preferences

Which method of communication would you prefer to be updated?	<input type="checkbox"/> Microsoft Teams Call <input type="checkbox"/> Mobile Phone Call <input type="checkbox"/> Personal Email
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Please note, whilst the Trust will endeavour to adhere to the communication plan, there may be circumstances when alternative methods/frequency of communication will need to be made.