

ANGUS COUNCIL

GRIEVANCE PROCEDURE – LOCAL GOVERNMENT EMPLOYEES

Purpose and Scope

This Grievance Procedure is intended to enable employees to seek redress for complaints relating to their employment where normal management/employee communication has failed to resolve matters. The procedure aims to resolve complaints at as early a stage as possible.

This procedure applies should you wish to complain formally about any matter relating to your work or the terms of your contract of employment except issues relating to your grade, to flexible working, to harassment or bullying or to disciplinary matters, for which the council has separate specific procedures.

This procedure applies to all employees with the exception of the Chief Executive, Strategic Directors and Heads of Service who are covered by separate, but similar procedures.

Procedure

- 1 If you wish to complain formally you should discuss the matter with your immediate supervisor, explaining the basis of your complaint and the redress you are seeking. Your supervisor will reply orally to your complaint within two working days. If your immediate supervisor is the subject of your complaint, you should raise the matter with a senior manager. (While this would normally be your supervisor's manager this may not always be appropriate). That manager will reply orally within two working days.
- 2 If you are still not satisfied you should, within 14 calendar days, write to your Strategic Director stating in full the basis of your complaint **and** the redress you are seeking.
- 3 Your Strategic Director will, within five working days of receipt of your written complaint, arrange a meeting with you and other interested parties to consider your complaint. This meeting will normally be held within four weeks of receipt of your written complaint. The HR team will be represented at the meeting.
- 4 Your Strategic Director may advise you of the conclusions reached at the end of the meeting, but in any event will confirm the conclusions in writing within ten working days of the meeting.
- 5 Should you continue to be dissatisfied, you should, within 14 calendar days, write to your Strategic Director explaining what you continue to be dissatisfied with and indicating that you wish to appeal the outcome of your grievance. Your appeal will be heard by a Strategic Director from a directorate other than your own, supported by a member of the HR team, normally within four weeks of receipt of your appeal.
- 6 The letters provided at stages 2 and 4 of this procedure will form the basis of your appeal submission supplemented, if desired, by an oral presentation. You will be advised in writing of the outcome of your appeal within ten working days of your appeal being heard.

Notes

- You are entitled to be accompanied at any grievance hearing or appeal by a work colleague or a representative of a trade union recognised by the council.
- A complaint may be submitted and pursued by a group of employees or by a trade union recognised by the council on their behalf.
- The Strategic Director may be represented during the procedure by another nominated officer.
- Should your directorate fail to comply with the time limits, unless this has been agreed by you, you may move to the next stage in the procedure.

- Should you fail to comply with the time limits, unless this has been agreed by your directorate, your grievance will not be progressed.
- A grievance which has been dealt with by the procedure cannot be reconsidered within a period of 12 months.
- This procedure does not prejudice any rights you may have under the appropriate national agreement.

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