



Staff guide

A large, white, oval-shaped thought bubble with a subtle gradient and a drop shadow. Inside the bubble, the text 'Employee grievances' is written in a bold, black, sans-serif font. The bubble is connected to a series of smaller, white, circular thought bubbles that trail off to the left, above a group of colorful human icons.

Employee grievances



What is a grievance?

A grievance is a concern, problem or complaint raised by a member of staff.

What is this policy about?

The grievance policy helps employees and managers’:

- resolve a particular issue or complaint that relates to your work;
- if you are concerned about how you have been treated at work; or
- how you are being treated by another colleague.

Staff rights and responsibilities

If you have a concern, you are entitled to:

- raise your concern with your line manager.
- raise the matter informally with the next level of management if the concern relates to your manager.
- receive a fair hearing both through the informal and formal stages of this process.
- be accompanied at any stage of the procedure by a trade union representative or a work colleague who is an employee of the Board.

How do I raise a concern or issue?

You should raise any issues initially with your manager. They will arrange a meeting as quickly as possible to discuss this with you in more detail. If you feel your concern has not been addressed following this meeting, you can escalate your concern to the formal grievance procedure. At this point you should notify the next level of management that you wish your grievance to be reviewed under the formal process.

What other support can be offered?

It’s not always possible to resolve issues that arise within work and sometimes we need to consider other ways to help.

An independent third party may be able to offer help to resolve the issue, through mediation or a facilitated meeting, however both parties need to commit to resolving the dispute in order for this to be successful. The Human Resources team can offer further support and guidance on this.

First formal stage - what happens next?

You must explain the details of your grievance in writing. You should complete a Grievance Notification Form and send it to your line manager.

A hearing will be arranged and you will be:

- given the opportunity to present your case and call any witnesses to support your claim;
- asked questions by both the manager hearing the grievance and the HR representative;
- asked to sum up your case and have the right to speak last; and
- notified of the decision in writing within 10 working days of the hearing.

What do I do if I am dissatisfied with the outcome of the first formal stage?

You can refer your concern on to the second and final stage, at which time a further hearing will be arranged to listen to your concerns and why you are dissatisfied.

Where can I get more information?

The full grievance policy is available from:

- Staffnet / HR page:
http://staffnet/gjnh/departments/corporate/human_resources/docs/employee_grievances.pdf
- Website at:
http://www.nhsgoldenjubilee.co.uk/files/4013/5031/2163/Dealing_with_Employee_Grievances_2012.pdf
- Qpulse
- Human Resources department

Further advice is available from:

- Human Resources department
- Your manager
- Your staff side representative
- The Employee Director
- Our Confidential Contacts

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