

HARROW SCHEME FOR PAY AND CONDITIONS OF SERVICE

Subject:	Grievance Procedure
Section:	Fair Treatment
Date:	TBC

1. Policy Statement

The objectives of this procedure are:-

- To ensure the Council treats grievances seriously and resolves them without undue delay;
- To foster good relationships between the Council and its employees by discouraging grievances;
- To settle grievances as near as possible to their point of origin; and
- To ensure that employees are treated fairly and consistently throughout the Council.

The timescales referred to in this procedure are for guidance only and may vary depending upon other factors including the complexity of the complaint. Each step and action under the grievance procedure should be taken without undue delay.

2. Who does the Standard Procedure apply to?

The standard procedure applies to all employees of the Harrow Council and is recommended for adoption by school governing bodies following consultation with their staff.

3. When does the Modified Procedure apply?

The Modified Procedure applies in the following circumstances:

- The employee has left the Council's employment, and
- the Council was either:
 - unaware of the grievance before the employee left, or
 - was aware of the grievance but the standard procedure had not started or was not completed before the employee left; and,
- the parties have agreed in writing that the modified procedure should apply.

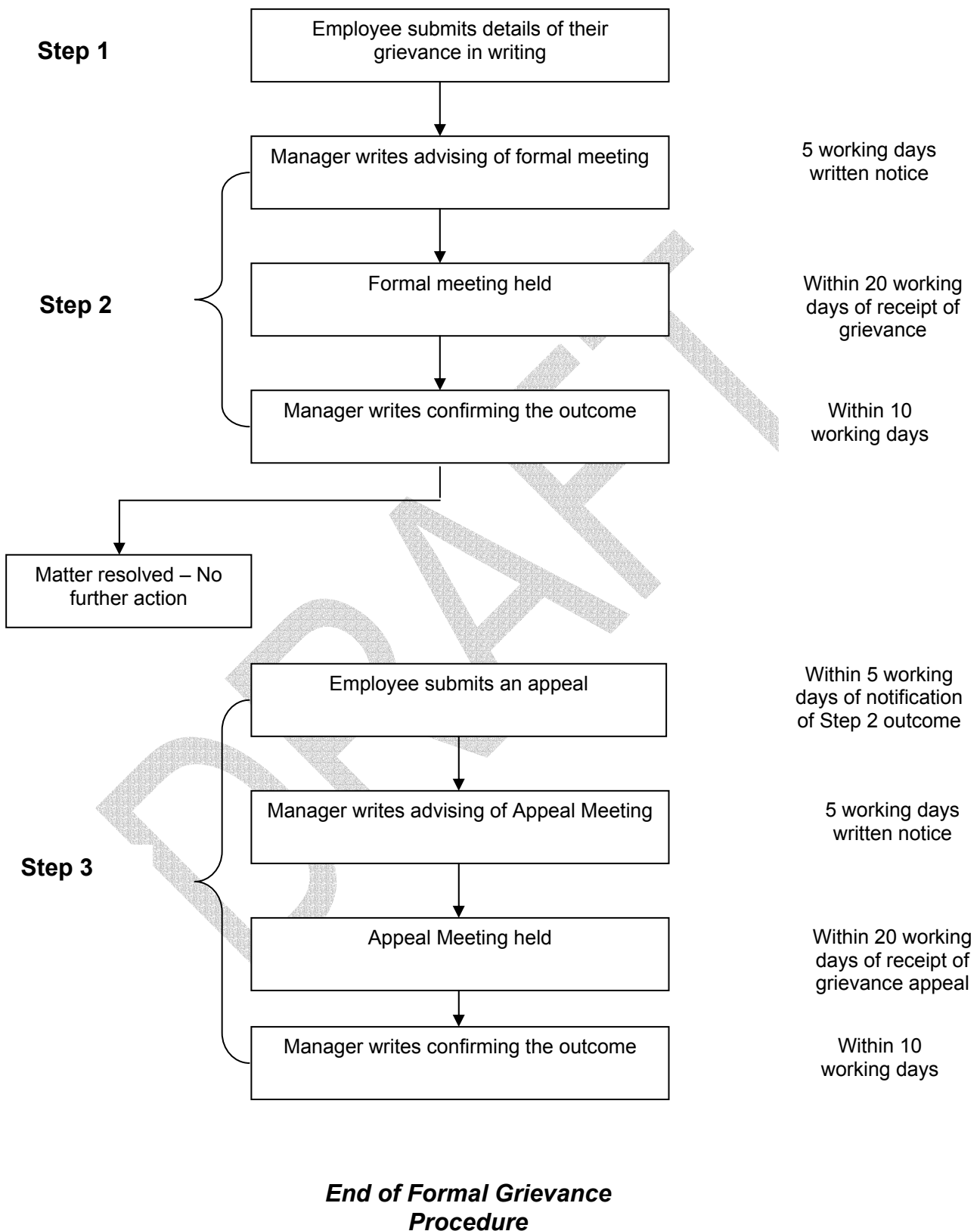
4. Informal Resolution

The informal resolution is not part of the formal grievance procedure

If an employee has a grievance about their employment they should first discuss it informally with their immediate line manager preferably at a one to one.

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5. Summary of Standard Formal Grievance Procedure



6. Standard Formal Grievance Procedure

6.1 Step One

The employee must set out the grievance and the basis for it in writing and send a copy of it to their line manager. It is recommended that employees use the Grievance Form, however if the employee does not use this form, the complaint will still be accepted.

The grievance should normally be heard within 20 working days of receipt of the grievance being lodged.

6.2 Step Two

The manager will invite the employee to attend a meeting to discuss the grievance.

The meeting will take place once the manager has had a reasonable opportunity to consider the complaint including carrying out a fact finding investigation where the manager deems this appropriate.

The employee must take all reasonable steps to attend the meeting.

After the meeting, the manager will inform the employee of the managers decision in writing and will notify the employee of their right to appeal against that decision. Appeals must be lodged within five working days of receipt of the written decision.

6.3 Step Three

Appeals will be heard by a more senior manager than the manager who heard the original complaint (where reasonably practicable). The appeal meeting should normally be held within 20 working days of receipt of the appeal being lodged.

An employee must set out the basis for their appeal in writing and send it to the relevant manager. It is recommended that the employee uses the Grievance Record Form, however if the employee does not use this form, the appeal will still be accepted.

The manager will invite the employee to attend a meeting to discuss the appeal. The employee must take all reasonable steps to attend the meeting.

After the meeting the manager will set out their response in writing to the employee.

There is no further right of appeal.

7. Modified Grievance Procedure

7.1 Step One

The former employee must set out in writing their grievance and the basis for it and send the statement to the Human Resources Service Manager for their former directorate. It is recommended that the former employee also uses the Grievance Record Form, however if the former employee does not use this form, the grievance will still be accepted.

7.2 Step Two

The manager must set out their response in writing and send a copy of this to the former employee normally within 20 working days.

There is no right of appeal.

8. Grievances related to a disciplinary / capability case

If an employee raises a grievance which is related to a disciplinary or capability case currently being carried out, the manager's manager should consider suspending the disciplinary or capability procedure for a short period in order for the grievance to be considered further.

9. Right to be accompanied

Employees have the right to be accompanied by a fellow worker or a trade union official when attending meetings in relation to their formal grievance.

10. Confidentiality

At all stages of the procedure the need to maintain confidentiality will be observed by all parties. The circulation of information will be in conformity with the need to ensure a fair process.

11. Definitions

Employee

An employee is the person who has raised the grievance

Manager

- Informal Resolution: Relates to the employee's immediate line manager
- Step 2: Relates to the employee's immediate line manager or their nominee
- Step 3: Relates to a Group Manager or above
- Schools cases: Relates to a senior member of staff or the Headteacher.