

Central Scotland Valuation Joint Board

Grievance Policy

September 2017

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1 INTRODUCTION

- 1.1 Many problems and concerns can be settled as a matter of course within the workplace. Working together to seek a resolution at the earliest opportunity and in the least formal way will give the best chance of a good outcome for all. Where this does not prove possible, the Board recognises that employees who have problems or concerns about their work need to have access to a Grievance Procedure through which they can raise these with management. It is important that fairness and transparency are an integral part of the process.
- 1.2 Many potential grievance issues can be resolved informally and this should be considered in all cases. A mediation service, harassment advisers and a confidential counselling service are available to provide assistance. Only when it is not possible to resolve the issue informally (or the matter is so serious or complex that informal resolution is not considered possible) should it be progressed through the formal procedure.
- 1.3 This policy, which has been developed in consultation with management and the staff consultation forum, ensures that the Board's employee relations procedures operate within and comply with the legal framework of employment law.
- 1.4 It is based on and in compliance with the ACAS statutory Code of Practice on discipline and grievance.
- 1.5 The procedure which accompanies this Policy sets out in detail:
- the Board's commitment to achieving a working environment where grievances are managed positively and appropriately,
 - the practical steps which will be taken to address problems or concerns,
 - examples of the types of problems or concerns which fall within the scope of this policy,
 - the roles and responsibilities of individuals involved in managing the grievance process.

2 POLICY STATEMENT

- 2.1 The Board as the employer is committed to working with employees to resolve any problems in the workplace at the earliest opportunity and in the least formal way possible. It is important that clear policies and procedures which set out the arrangements for dealing with grievances at work are in place. These have mutual benefit to both the Board as the employer and to employees. They are open to all employees and inform them of how they should raise these problems and concerns at work. This assists the organisation to address these effectively as well as ensuring fairness and consistent treatment.

3 SCOPE AND RESPONSIBILITY

- 3.1 To ensure fairness and consistency, the grievance policy encompasses all employees employed by the Board, irrespective of their length of service, status

or number of hours worked. Minor procedural modifications will apply to the Assessor, and Assistant Assessor, the principles will however remain the same.

3.2 Individuals who are not employees but who carry out work for or on behalf of the Board, for example external secondees, agency workers or contractors are not covered by this policy but the Board will co-operate with any investigation into problems or matters of concern referred by the agency or organisation which employs them.

3.3 The grievance policy and related procedures form part of the terms and conditions of employment with the Board and managers are required to bring these to the attention of new employees. Reference will also be made to the grievance policy and procedure in the employee's statement of particulars.

3.4 All individuals involved in administering or managing the grievance process must ensure that they are aware of the grievance policy, understand what their roles and responsibilities are and follow the process set out in the policy, procedures and the supporting checklists.

4 PRINCIPLES

4.1 The key ethos of the grievance policy is to ensure that problems or concerns about work can be raised by employees and that these are dealt with in a fair, effective and consistent manner.

4.2 Matters considered to be of minor concern should be addressed informally.

4.3 It is the responsibility of both employees and managers to raise and deal with issues promptly and not unreasonably delay meetings, decisions or confirmation of decisions.

4.4 Mediation should be used wherever possible prior to moving to the formal procedure.

4.5 Employees should consider carefully what would resolve their issues / concerns for them and explain this on the Grievance Submission Form. It is important that it is within the authority of the Board to put these in place, for example while the Board will look into any issues raised in relation to members of the public or employees of other bodies, its authority to deal with issues via the grievance procedure can be limited.

4.6 Consequently, any manager chairing a grievance hearing should ensure they have the authority to implement any potential outcome which could resolve the grievance to avoid raising false expectations.

4.6 Employees have a right to be accompanied by a companion at every stage in the formal process:

- Investigatory Meetings
- Grievance Meetings
- Appeal Hearings

4.7 Before a grievance meeting is convened, an employee will be notified in writing and provided with:

- reasonable notice prior to the meeting
- details of the time and location of the meeting
- if an investigation has been undertaken, sufficient information to allow the employee to prepare for the meeting, including written details of supporting evidence and any witness statements
- information about their right to be accompanied

4.8 Where an Investigating Officer is appointed, he/she will not be permitted to sit on or chair any grievance cases which he or she has already investigated.

4.9 Employees will be given a written explanation of the decision taken.

4.10 Employees have the right to appeal against a grievance outcome.

4.11 Any grievance meeting will be held promptly, in the shortest time possible after the issue is raised. The timescales may vary depending on the nature of the matter and whether an investigation is required.

4.12 Open, honest and timely communication from all parties is required throughout the process.

5 IMPLEMENTATION, MONITORING AND REVIEW

5.1 Human Resources at Clackmannanshire Council, in consultation with Legal Services at Clackmannanshire, will keep the policy under review to ensure that it continues to comply with current legislation.

5.2 Human Resources at Clackmannanshire Council, in consultation with the Senior Management Team and the Staff Consultation Forum will review and where necessary revise this policy every 2 years.

5.3 The effective date of implementation will be 29 September 2017.