

GRIEVANCE PROCEDURE

GENERAL PRINCIPLES

1. The following general principles will apply to both the disciplinary, dismissal and grievance procedures
 - Each step and action will, as far as reasonably practicable, be taken without unreasonable delay.
 - Whenever the employee is invited by CHPC to attend a meeting, the employee must take all reasonable steps to attend.
 - At all stages of the procedure the employee will have the right to be accompanied by a trade union representative or a work colleague of his/her choice and you must tell the person with overall conduct of the process who your chosen companion is in good time before the hearing. If your companion is unable to attend any such meeting you may suggest an alternative date, provided it is within 5 working days of the original date.
 - Meetings will be conducted in a manner that enables both CHPC and the employee to explain their case.
 - For appeal hearings following a decision, CHPC will as far as reasonably practicable, be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).

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2. The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by CHPC. The aggrieved employee has the right to representation by a Trade Union Representative or a work colleague at a grievance and grievance appeal hearing and should inform CHPC in advance of the hearing the name of the companion.
3. In the event of an employee wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. An employee who has a grievance, should first raise the matter with his line manager / supervisor either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to the Chairman of the Staffing Committee. If this does not resolve the problem or it is not possible to resolve the grievance informally, the formal procedure set out below should be followed. This procedure is required to ensure the swift and fair resolution of matters which aggrieve CHPC's employees.
4. Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be amended if it is agreed upon by both parties or it is not reasonably practical to comply with the deadlines.
5. This procedure is not intended to deal with:
 - Dismissal or disciplinary matters which are dealt with in a separate procedure.
 - Disputes, which are of a collective nature and which are dealt with in a separate procedure.

Stage 1 – Written Grievance

6. If the employee's line manager/supervisor (or in the event that the grievance relates to his line manager/supervisor, the Chairman of the Staffing Committee) is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix

- 1). The written grievance should set out where practicable the nature of the complaint, including any relevant facts, dates and names of individuals involved so that CHPC can investigate.

Stage 2 – Meeting

7. CHPC will arrange a grievance meeting, normally within 10 working days of receiving the employee's written grievance unless it is not reasonably practicable to do so. CHPC will write to the employee within 7 days of the last grievance meeting to confirm the decision.
8. The appeal, to the Deputy CHPC Chairman, must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. The Deputy CHPC Chairman will attempt to resolve the grievance. A formal response and full explanation will be given in writing.

Stage 3 – Appeal

9. If the grievance has not been resolved to the employee's satisfaction, the employee may appeal in writing (see appendix 3) to the Deputy CHPC Chairman enclosing a copy of the original formal grievance form and stating the full grounds of appeal within 10 working days of the date on which the decision was sent to the employee.
10. CHPC will hold an appeal meeting, normally within 10 working days of receiving the employee's written appeal unless it is not reasonably practicable to do so. Where possible, the appeal will be dealt with by a more senior manager than at the Step 2 meeting and who has not previously been involved in the case. CHPC will, where reasonably practicable, write to the employee within 10 working days of the appeal hearing to confirm the final decision.
11. Where a grievance is raised against a CHPC Councillor then the grievance appeal will be heard by CHPC Chairman unless it is not reasonable for CHPC Chairman to hear the appeal.