

# HR & OD POLICIES

human resources and organisational development



## Grievance Local Government Chief Officials and Craft

### Policy

## 1. STATEMENT OF POLICY

It is the view of Aberdeenshire Council that a well motivated and highly effective workforce is essential for the effective performance and conduct of the Authority's affairs. The Council recognises that grievances can arise between employees and the Council during the conduct of its affairs and also recognises that such grievances require to be resolved on a fair and equitable basis and within a reasonable time scale in accordance with an agreed Policy and Procedure.

In support of this, the Council has prepared and issued this Grievance Policy and Procedure in consultation and agreement with the appropriate trade unions.

This Grievance Policy and Procedure provides a mechanism whereby problems in relation to work, the working environment, bullying or harassment or working relationships can be raised and addressed. These problems should be dealt with as quickly and fairly as possible to avoid them developing into major problems or, potentially, collective disputes.

Service Directors and the Head of Service (Human Resources & Organisational Development) will be responsible for arranging appropriate training and briefing on the use of this Policy and Procedure and the maintenance and updating of records, within services and centrally, to facilitate the smooth operation of this Procedure.

Service Directors are responsible for the management of their Service and therefore have ultimate responsibility for resolving grievances raised by employees in accordance with this Procedure up to and including Stage 2.

This Grievance Policy and Procedure applies to both individual and group grievances and the same stages should be utilised.

Employees should be made aware of the Grievance Policy and Procedure and have ready access to it.

This Policy and Procedure takes account of the guidance contained in the ACAS Code of Practice on Discipline and Grievance at Work. In particular, it provides for the right to be represented at all stages of the Grievance Policy and Procedure.

## 2. SCOPE OF THE POLICY

The Grievance Policy and Procedure will apply to the following national schemes of conditions of service:

- SJC for Local Government Employees
- SJNC for Local Authorities' Services – Craft Operatives
- SJNC for Local Authorities' Services – Chief Officials

This Policy and Procedure conforms with the Scottish Social Services Council (SSSC) codes of conduct.

In agreeing to the introduction of this Grievance Policy and Procedure, Aberdeenshire Council and the trade unions have taken account of the provisions of the relevant national schemes of conditions of service, and this will be reviewed as required.

Grievance procedures provide a mechanism whereby problems in relation to work, the working environment or working relationships can be raised and addressed. For example a grievance could be raised in relation to: terms and conditions of employment; Aberdeenshire Council's Policy and Procedures; matters of health and safety; relationships at work; bullying or harassment and equality issues.

(These examples are for the purposes of illustration and is not intended to be exhaustive.)

## Non Competent Grievances

The Grievance Policy and Procedure will not apply to the following notwithstanding the provisions to raise a grievance regarding procedures and processes as indicated above:

- The outcome of a job grading or an organisational review
- It is not competent to raise a counter grievance on a disciplinary matter. It is competent to raise a grievance relating to the disciplinary process. Grievances raised during a disciplinary case will be handled according to ACAS Code of Practice

## 3. GENERAL PRINCIPLES

The aim of this Grievance Policy and Procedure is to achieve a satisfactory resolution to a particular problem for all parties involved. The operation of the Policy and Procedure in a satisfactory manner will depend on the adoption of certain general principles, which are in accordance with recognised good HR practice as

outlined below. The Grievance Policy and Procedure allows for a series of stages ranging from an informal approach to an appeal at national level. In many cases, addressing a grievance informally can resolve the matter and it is hoped that all grievances can be dealt with on this basis. In some circumstances it may be necessary over a period of time to pursue all of the stages of this Procedure in order to resolve the issue(s) raised.

Decisions relating to a grievance should, if possible, be taken at the lowest appropriate level.

All grievances should be dealt with quickly, fairly and within the agreed time scales outlined in this Procedure.

Individual and group grievances must be dealt with using the same Procedure and including the same stages.

At all stages of this Procedure (including the informal stage) the employee must be given the opportunity to state his/her grievance and have the right to be represented by a trade union representative or a work colleague.

# Grievance

## Index of Documents

### Policy

<b>Revision Date</b>	<b>Previous Revision Date</b>	<b>Summary of Changes</b>
28-06-2011		Creation of document
08-07-2015	28-06-2011	Update format