


Agenda Item No:	<b>6</b>	
Committee:	<b>Employment Committee</b>	
Date:	<b>30 June 2023</b>	
Report Title:	<b>Revised Grievance Policy</b>	

## Cover sheet:

### **1 Purpose / Summary**

The purpose of this report is to inform the Employment Committee of the updated Grievance Policy


### **2 Key issues**

- The Council has a comprehensive framework of people and health and safety policies in place. These policies are reviewed in accordance with an ongoing programme of reviews
- The Council has reviewed and updated the existing Grievance Policy, which was first implemented in 2009.
- This policy outlines Fenland District Council's approach to dealing with all grievance issues that may arise. This policy sets out the responsibilities of both Fenland District Council and its employees (permanent/fixed term/casual). All employees may seek redress for grievances relating to their employment.
- It is to the mutual benefit of the individual and the Council that any grievance should be settled as quickly as possible.
- The aim of the policy is to ensure:
  - That a fair and consistent approach is applied throughout the Council in addressing grievances.
  - a step-by-step approach for staff and managers, and also outlines the recommended timescales for action to be taken.
- The recent review of the policy has recommended the following changes:
  - The revised policy (with tracked changes) is shown at Appendix 1.
  - A 'clean copy' of the revised policy is shown at Appendix 2.
- A comprehensive consultation process has also been undertaken on this revised policy with CMT, the Council's wider Management Team and also with the Management and Trade Union and Staff Partnership group (MTSP, who have endorsed the changes.
- This revised policy is now being recommended for formal adoption and communication to staff.

### 3 Recommendations

It is recommended that Employment Committee notes the attached policy and approves the adoption of the revised Grievance Policy.

<b>Wards Affected</b>	All
<b>Portfolio Holder</b>	Cllr Boden - Finance Portfolio Holder and Leader of the Council
<b>Report Originator and Contact Officer</b>	Sam Anthony - Head of HR & OD <a href="mailto:santhony@fenland.gov.uk">santhony@fenland.gov.uk</a> 01354 622268

 <p>Broad Horizons · Clear Vision <b>PEOPLE POLICIES</b></p>	<p>DRAFT PEOPLE POLICY: <b>Grievance</b></p>
<p>Date Agreed With UNISON:</p>	<p>Date of Effect: 17.01.2011</p>

## 1.0 ~~POLICY OUTLINE~~ ~~Policy Outline~~

This policy outlines Fenland District Council's approach to dealing with all grievance issues that may arise. This policy sets out the responsibilities of both Fenland District Council and its employees (permanent/fixed term/casual). All employees may seek redress for grievances relating to their employment.

It is to the mutual benefit of the individual and the Council that any grievance should be settled as quickly as possible. (Disputes about the grading of a post do not fall within the grievance procedure)

## 2.0 ~~PURPOSE~~ ~~Purpose~~

The purpose of ~~the~~ ~~is~~ policy is to ensure that a fair and consistent approach is applied throughout ~~Fenland District~~ ~~The~~ Council in addressing grievances. This policy provides a step-by-step approach for staff and managers, and also outlines the recommended timescales for action to be taken.

## 3.0 ~~REASONS FOR COMPLAINT AND DEFINITIONS~~ ~~Reasons for Complaint and Definitions~~

Please see Appendix A for definitions of matters that could be referred to this grievance policy.

## 4.0 ~~Legislation~~

~~Individuals are protected by law against the harmful conduct of others and should not be subjected to harassing or discriminatory treatment during the course of their employment. The relevant Acts include:~~

- ~~• Employment Rights Act 1996~~
- ~~• Employment Act 2002~~
- ~~• Employment Act 2002 (Dispute Resolution) Regulations 2004~~
- ~~• Protection from Harassment Act 1997~~
- ~~• Employment Rights Act 1996~~
- ~~• Disability Discrimination Act 1995~~
- ~~• Criminal Justice and Public Order Act 1994~~
- ~~• Sex Discrimination Acts 1986 and 1975~~
- ~~• Race Relations Act 1976~~
- ~~• Race Relations (Amendment) Act 2000~~
- ~~• Health and Safety at Work Act 1974~~
- ~~• Human Rights Act 1998~~

~~Where an employee has committed a criminal offence, Fenland District Council will notify the Police if it is appropriate to do so. The responsibility to pursue claims rests with the victim of the offence.~~

## 54.0 STANDARD PROCEDURE ~~Standard Procedure~~

All grievance issues should be resolved as quickly as possible using the following guidelines:

	Action	Guideline Timescale (These timescales are to be used as a guideline all timescales will be adhered to unless if delayed for unavoidable reasons it which will be stipulated and communicated to all parties at that time)
1	<p>Employees should raise the issue <b>informally</b> with their line manager in the <b>first instance</b>. Minor issues should be settled by an informal discussion at this stage.</p> <p>Mediation will be considered and discussed to facilitate an early resolution to the issue (if appropriate).</p>	<p>Settlement/agreement reached within <b>10 5-working days of informal discussion</b> with line manger</p>
2	<p>If the informal discussion does not resolve the issue, <b>formal</b> proceedings will commence. Employees need to write to their line manager setting out the exact reasons for their grievance, using the form at Appendix B.</p> <p>A <u>written</u> copy of the grievance must be forwarded to HR.</p> <p>Grievances will be acknowledged by the line manager (or HR where appropriate).</p> <p>Mediation will be considered and discussed to facilitate an early resolution to the issue (if appropriate).</p> <p><u>Please be aware that the case may be referred back to informal action.</u></p>	<p>Grievance will be acknowledged within <b>5 working days of receipt</b></p>
3	<p>An investigation meeting will be arranged.</p> <p>An independent officer will be appointed to conduct the investigation (where necessary). It is likely that this independent officer will be at <u>an appropriate a managerial</u> level which is appropriate to grievance issue being raised. It may be necessary to arrange more than one investigation meeting.</p> <p>If the grievance is about another employee, the</p>	<p>Meeting will be arranged within <b>10 working days of receipt of the grievance</b> (where this is deemed appropriate by the Investigating Officer)</p>

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	details of the grievance must be disclosed to that employee at the time the investigation meeting is set up.	
4	The outcome of the investigation process will be communicated to the member of staff who raised the grievance, by the Investigating Officer.	Outcome communicated within <b>10 5-working days of the final investigation</b>
5	If the matter is still unresolved, the employee who raised the grievance should lodge a written appeal to the Investigating Officer/Head of HR & OD.  The appeal should set out in writing the grounds for the appeal which should include the individual's reasons why they feel that the matter remains unresolved.	Appeal should be received <b>10 working days from receipt of the outcome of the investigation</b>
6	The appeal will be acknowledged by the Investigating Officer/Head of HR & OD.	The appeal will be acknowledged within <b>5 working days of receipt</b>
7	A meeting will be arranged to address/hear the appeal.  The meeting will include: 1. The appellant and their representative 2. The Appeal Panel, comprised of: <b>12 members</b> of the Corporate Management Team, <b>1 Head of Service</b> <del>and</del> an HR officer 3. The investigating officer or other party (as appropriate) 4. HR officer(s) to support the investigating officer as necessary <b>5- A note taker</b>	Within <b>15 working days from receipt of the appeal</b>
8	The outcome of the appeal meeting will be communicated to the member of staff who raised the grievance, by the chair of the Appeal Panel.  This is the final stage of the formal procedure – no further internal appeal is available.	Outcome communicated within <b>5 working days of the appeal meeting</b>

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**The above recommended process and timescales provide the framework for a grievance to be resolved within a minimum recommended timeframe of 45-70 working days.** Where possible, these timescales will be followed as far as reasonably practicable, unless delayed for unavoidable reasons, in which case these will be stipulated and communicated at that time.

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All employees who attend investigation or appeal meetings have the right to be accompanied by a work colleague or trade union representative. The role of the accompanying person is a supportive one.

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## **65.0 MODIFIED PROCEDURE** ~~Modified Procedure~~

When an employee no longer works for ~~Fenland District~~The -Council, a modified procedure will be used to resolve a grievance, as follows:

- i). The ex-employee provides a written statement of grievance within 3 months of their leaving date.
- ii). The Council writes back to the ex-employee giving their response to the points raised.

## **76.0 Sources of Help** SOURCES OF HELP

- Your line manager
- Your Director/Assistant Director
- The **HR Team** will provide advice and support to all staff – you can contact them as follows:

Sam Anthony            01354 622268 (santhony@fenland.gov.uk)  
Marie Harley            01354 622267 ([mharley@fenland.gov.uk](mailto:mharley@fenland.gov.uk))  
~~Rebecca Black            01354 622228 (rblack@fenland.gov.uk)~~  
~~Nichola Stanford        01354 622277 (nstanford@fenland.gov.uk)~~  
~~Ross Potter                01354 622435 (rpotter@fenland.gov.uk)~~  
~~Peter Burrows            01354 622266 (-)~~  
~~Stacey Manze             01354 622435 (smanze@fenland.gov.uk)~~

- An **Employee Assistance Programme** is provided for all staff ~~by BHSF. PPC offer Lifeworks this is accessed via the employee benefits portal available on the intranet. They are able to offering~~ 24 hour counselling and legal advice. ~~Contact details can be found on the intranet; on Freephone 0800 282193 0800 169 1920 alternatively information can also be accessed via the HR team.~~

~~MTSP Representatives~~ Staff Side representatives

- Unison

## **87.0 REVIEW** Review

Human Resources will monitor the Policy and Procedure to help ensure fair and consistent application. This Policy will be reviewed at intervals to ensure that it remains fit for purpose.

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PEOPLE POLICIES

DRAFT PEOPLE POLICY:

## Grievance

Date Agreed With UNISON:

Date of Effect: 17.01.2011


Author	Human Resources
Date	30/07/08
Status	Approved
Date of revisions (if applicable)	17/01/11 <a href="#">22/11/2022</a> <a href="#">22/06/2023</a>
Date agreed	12/06/09
Date for revision	<a href="#">November 2024</a> <a href="#">June 2025</a> <a href="#">January 2014</a>
Associated policies	Disciplinary

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 <p>Broad Horizons · Clear Vision <b>PEOPLE POLICIES</b></p>	<p><b>DRAFT PEOPLE POLICY:</b></p> <h2>Grievance</h2>
<p>Date Agreed With UNISON:</p>	<p>Date of Effect: 17.01.2011</p>

**APPENDIX A**

**REASONS FOR COMPLAINT**

Issues that staff may want to raise grievances for include:

- Application of Policy or processes
- Working conditions
- Disagreements with co-workers
- Discrimination
- Not receiving your statutory employment rights
- Unfair treatment

This list is not exhaustive but is intended as a guide only

**Disagreements with co-workers**

Where possible, the Council hopes that disagreements between employees can be resolved by informal means, and therefore instead of raising a grievance, disagreements can be resolved by:

**Mediation**

In mediation, an impartial expert talks to both sides separately, as well as together if needed and helps come up with a solution that both can accept. It's usually a quick process, and can last less than one day. Both sides must agree to mediation.

The mediator doesn't just tell the parties what they should do, but advises on issues, asking questions that help people look at their own behaviour.

Mediation is best used early in a dispute.

The Council will therefore refer disagreements or disputes of this kind for mediation at the earliest opportunity before the matter can be progressed through the Grievance Policy and process.

The Council has trained and accredited mediators who can provide this mediation service. In addition to this, organisations like Acas offer professional mediation services.

Agreements reached through mediation aren't legally binding, unless this is agreed in advance.

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PEOPLE POLICIES

DRAFT PEOPLE POLICY:

# Grievance

Date Agreed With UNISON:

Date of Effect: 17.01.2011

## APPENDIX B

### PRIVATE & CONFIDENTIAL: Record of Grievance

Name: .....

Service Area/Team: .....

#### I wish to formally raise a grievance

My grievance is: .....

.....  
.....  
.....

The points I wish to raise at my grievance meeting are:

.....  
.....  
.....

Date of meeting: .....

Interview conducted by: .....

Details of agreed actions: .....

.....  
.....  
.....

Date actions to be completed by (if relevant): .....

#### I confirm that the grievance described above has been discussed and the actions completed.

Signature (employee): ..... Date: .....

Signature (Manager): ..... Date: .....

Signature (representative): ..... Date: .....

Copies to: Employee, Employee Representative, Manager, HR (personal file)

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## APPENDIX C

### Appeal Process

This process will be used for appeals within the Council concerning:

- disciplinary and dismissal issues,
- dignity at work complaints,
- grievances,
- restructuring and redeployment issues,

This appeal process will **not** be used for any appeals concerning:

- job evaluation,
- flexible working requests,
- request to work beyond retirement age,

as each of these processes has their own defined appeal process.

#### Process:

1. Any appeal must be set out in writing and sent to the Head of HR & OD (unless otherwise stated) within ten working days (of receipt of the written notice, or the confirmed outcome of the grievance or dignity at work investigation etc.).
2. The appeal will be acknowledged by the Head of HR & OD within 5 working days of receipt.
3. A meeting will be arranged, ideally -within 15 working days from receipt of the appeal, to address the appeal.

The meeting will include:

- The appellant and their representative
  - The appeal panel, comprised of 1 member of the CMT team, 1 Head of Service?  
~~members of the Corporate Management Team~~ and an HR officer
  - The investigating officer
  - HR officer(s) to support the investigating officer as necessary
  - A note taker
  - The employee shall be given notice in writing at least five working days in advance of the time and place of the meeting and must be advised of their right to be accompanied by a trade union representative or a work colleague. The employee shall be able to call witnesses and produce documents relevant to their case at the meeting: any such documentation should be provided at least 2 working days in advance of the meeting, and the names of witnesses disclosed to HR at least 2 working days before the meeting.
  - The procedure for this meeting is shown at Appendix D.
4. The outcome of the appeal meeting will be communicated to the member of staff who raised the grievance, by the impartial member of CMT within 5 working days of the appeal meeting.

**This is the final stage of the formal procedure – no further internal appeal is available.**

## APPENDIX D

### Appeals Meeting Procedure

1. Person chairing the meeting will open the meeting. Each party present will introduce themselves, in the following order:

- Chair/Panel
- Officers
- Appellant
- Representatives
- Note-taker

**Person chairing the hearing will then confirm procedure as set out below:**

2. Appellant/representative will clarify their grounds for appeal. (e.g. what issue(s) they are seeking to resolve)

Presentation of the Appellant's case

- a. Appellant/representative to present details of their case
- b. Questions from the chair/panel to the Appellant/representative
- c. Questions from the other party/their representative to the Appellant/representative
- d. (If required) Appellant can call a witness in support of their case
- e. Questions to witness from panel, and other party/representative
- f. Summary of Appellant's case

3. Presentation of the other party's case

- a. Other party/ representative presents details of case
- b. Questions from the chair/panel to the Other party /representative
- c. Questions from the Appellant/representative to the other party/their representative
- d. (If required) Other party can call a witness in support of their case
- e. Questions to witness from panel, and Appellant/representative
- f. Summary of other party's case

4. Person chairing the meeting to confirm if further clarification is required by any party on any of the details presented from:

- Panel
- Appellant/representative
- Other party/representative

5. Closing submission from Appellant/representative.
6. Closing submission from other party/representative.
7. Chair to ask Appellant whether they feel they have had a full opportunity to be heard.
8. Panel adjourn to make decision.

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PEOPLE POLICIES

DRAFT PEOPLE POLICY:

## Grievance

Date Agreed With UNISON:

Date of Effect: 17.01.2011

9. The meeting will then be reconvened, and a verbal decision communicated. This decision will be confirmed in writing within 5 working days of the meeting. The chair will then close the meeting.

~~9-10.4.~~ In order for accurate notes to be taken during the meeting there will be a recording device set during the meeting. This will be saved and referred to as and when necessary.

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 <p>Broad Horizons · Clear Vision <b>PEOPLE POLICIES</b></p>	<p>DRAFT PEOPLE POLICY:</p> <h2>Grievance</h2>
<p>Date Agreed With UNISON:</p>	<p>Date of Effect: 17.01.2011</p>

## 1.0 POLICY OUTLINE

This policy outlines Fenland District Council's approach to dealing with all grievance issues that may arise. This policy sets out the responsibilities of both Fenland District Council and its employees (permanent/fixed term/casual). All employees may seek redress for grievances relating to their employment.

It is to the mutual benefit of the individual and the Council that any grievance should be settled as quickly as possible. (Disputes about the grading of a post do not fall within the grievance procedure)

## 2.0 PURPOSE

The purpose of the policy is to ensure that a fair and consistent approach is applied throughout The Council in addressing grievances. This policy provides a step-by-step approach for staff and managers, and also outlines the recommended timescales for action to be taken.

## 3.0 REASONS FOR COMPLAINT AND DEFINITIONS

Please see Appendix A for definitions of matters that could be referred to this grievance policy.

## 4.0 STANDARD PROCEDURE

All grievance issues should be resolved as quickly as possible using the following guidelines:

	Action	Guideline Timescale (These timescales are to be used as a guideline if delayed for unavoidable reasons it will be communicated to all parties.)
1	<p>Employees should raise the issue <b>informally</b> with their line manager in the <b>first instance</b>. Minor issues should be settled by an informal discussion at this stage.</p> <p>Mediation will be considered and discussed to facilitate an early resolution to the issue (if appropriate).</p>	<p>Settlement/agreement reached within <b>10 working days of informal discussion</b> with line manger</p>
2	<p>If the informal discussion does not resolve the issue, <b>formal</b> proceedings will commence. Employees need to write to their line manager setting out the exact reasons for their grievance, using the form at Appendix B.</p> <p>A written copy of the grievance must be forwarded to HR.</p> <p>Grievances will be acknowledged by the line manager (or HR where appropriate).</p> <p>Mediation will be considered and discussed to facilitate an early resolution to the issue (if appropriate).</p> <p>Please be aware that the case may be referred back to informal action.</p>	<p>Grievance will be acknowledged within <b>5 working days of receipt</b></p>
3	<p>An investigation meeting will be arranged.</p> <p>An independent officer will be appointed to conduct the investigation (where necessary). It is likely that this independent officer will be at an appropriate level which is appropriate to grievance issue being raised. It may be necessary to arrange more than one investigation meeting.</p> <p>If the grievance is about another employee, the details of the grievance must be disclosed to that employee at the time the investigation meeting is set up.</p>	<p>Meeting will be arranged within <b>10 working days of receipt of the grievance</b> (where this is deemed appropriate by the Investigating Officer)</p>

4	The outcome of the investigation process will be communicated to the member of staff who raised the grievance, by the Investigating Officer.	Outcome communicated within <b>10 working days of the final investigation</b>
5	<p>If the matter is still unresolved, the employee who raised the grievance should lodge a written appeal to the Investigating Officer/Head of HR &amp; OD.</p> <p>The appeal should set out in writing the grounds for the appeal which should include the individual's reasons why they feel that the matter remains unresolved.</p>	Appeal should be received <b>10 working days from receipt of the outcome of the investigation</b>
6	The appeal will be acknowledged by the Investigating Officer/Head of HR & OD.	The appeal will be acknowledged within <b>5 working days of receipt</b>
7	<p>A meeting will be arranged to address/hear the appeal.</p> <p>The meeting will include:</p> <ol style="list-style-type: none"> <li>1. The appellant and their representative</li> <li>2. The Appeal Panel, comprised of: 1 member of the Corporate Management Team, 1 Head of Service an HR officer</li> <li>3. The investigating officer or other party (as appropriate)</li> <li>4. HR officer(s) to support the investigating officer as necessary</li> </ol>	Within <b>15 working days from receipt of the appeal</b>
8	<p>The outcome of the appeal meeting will be communicated to the member of staff who raised the grievance, by the chair of the Appeal Panel.</p> <p>This is the final stage of the formal procedure – no further internal appeal is available.</p>	Outcome communicated within <b>5 working days of the appeal meeting</b>

**The above recommended process and timescales provide the framework for a grievance to be resolved within a minimum recommended timeframe of 70 working days.** Where possible, these timescales will be followed as far as reasonably practicable, unless delayed for unavoidable reasons, in which case these will be stipulated and communicated at that time.

All employees who attend investigation or appeal meetings have the right to be accompanied by a work colleague or trade union representative. The role of the accompanying person is a supportive one.

## 5.0 MODIFIED PROCEDURE

When an employee no longer works for The Council, a modified procedure will be used to resolve a grievance, as follows:

- i). The ex-employee provides a written statement of grievance within 3 months of their leaving date.
- ii). The Council writes back to the ex-employee giving their response to the points raised.

## 6.0 SOURCES OF HELP

- Your line manager
- Your Director/Assistant Director
- The **HR Team** will provide advice and support to all staff – you can contact them as follows:

Sam Anthony	01354 622268	( <a href="mailto:santhony@fenland.gov.uk">santhony@fenland.gov.uk</a> )
Marie Harley	01354 622267	( <a href="mailto:mharley@fenland.gov.uk">mharley@fenland.gov.uk</a> )
Rebecca Black	01354 622228	( <a href="mailto:rblack@fenland.gov.uk">rblack@fenland.gov.uk</a> )
Nichola Stanford	01354 622277	( <a href="mailto:nstanford@fenland.gov.uk">nstanford@fenland.gov.uk</a> )
Ross Potter	01354 622435	( <a href="mailto:rpotter@fenland.gov.uk">rpotter@fenland.gov.uk</a> )

- An **Employee Assistance Programme** is provided for all staff offering 24-hour counselling and legal advice. Contact details can be found on the intranet; alternatively, information can also be accessed via the HR team.

MTSP Representatives

- Unison

## 7.0 REVIEW

Human Resources will monitor the Policy and Procedure to help ensure fair and consistent application. This Policy will be reviewed at intervals to ensure that it remains fit for purpose.

Author	Human Resources
Date	30/07/08
Status	Approved
Date of revisions (if applicable)	17/01/11 22/06/2023
Date agreed	12/06/09
Date for revision	June 2025
Associated policies	Disciplinary



**APPENDIX A****REASONS FOR COMPLAINT**

Issues that staff may want to raise grievances for include:

- Application of Policy or processes
- Working conditions
- Disagreements with co-workers
- Discrimination
- Not receiving your statutory employment rights
- Unfair treatment

This list is not exhaustive but is intended as a guide only

**Disagreements with co-workers**

Where possible, the Council hopes that disagreements between employees can be resolved by informal means, and therefore instead of raising a grievance, disagreements can be resolved by:

**Mediation**

In mediation, an impartial expert talks to both sides separately, as well as together if needed and helps come up with a solution that both can accept. It's usually a quick process and can last less than one day. Both sides must agree to mediation.

The mediator doesn't just tell the parties what they should do, but advises on issues, asking questions that help people look at their own behaviour.

Mediation is best used early in a dispute.

The Council will therefore refer disagreements or disputes of this kind for mediation at the earliest opportunity before the matter can be progressed through the Grievance Policy and process.

The Council has trained and accredited mediators who can provide this mediation service. In addition to this, organisations like Acas offer professional mediation services.

Agreements reached through mediation aren't legally binding, unless this is agreed in advance.



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PEOPLE POLICIES

DRAFT PEOPLE POLICY:

# Grievance

Date Agreed With UNISON:

Date of Effect: 17.01.2011

## APPENDIX B

### PRIVATE & CONFIDENTIAL: Record of Grievance

Name: .....

Service Area/Team: .....

#### I wish to formally raise a grievance

My grievance is: .....

.....

.....

.....

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The points I wish to raise at my grievance meeting are:

.....

.....

.....

.....

Date of meeting: .....

Interview conducted by: .....

Details of agreed actions: .....

.....

.....

.....

Date actions to be completed by (if relevant): .....

**I confirm that the grievance described above has been discussed and the actions completed.**

Signature (employee): ..... Date: .....

Signature (Manager): ..... Date: .....

Signature (representative): ..... Date: .....

**Copies to: Employee, Employee Representative, Manager, HR (personal file)**

**APPENDIX C****Appeal Process**

This process will be used for appeals within the Council concerning:

- disciplinary and dismissal issues,
- dignity at work complaints,
- grievances,
- restructuring and redeployment issues,

This appeal process will **not** be used for any appeals concerning:

- job evaluation,
- flexible working requests,
- request to work beyond retirement age,

as each of these processes has their own defined appeal process.

**Process:**

1. Any appeal must be set out in writing and sent to the Head of HR & OD (unless otherwise stated) within ten working days (of receipt of the written notice, or the confirmed outcome of the grievance or dignity at work investigation etc.).
2. The appeal will be acknowledged by the Head of HR & OD within 5 working days of receipt.
3. A meeting will be arranged, ideally within 15 working days from receipt of the appeal, to address the appeal.

The meeting will include:

- The appellant and their representative
  - The appeal panel, comprised of 1 member of the CMT team, 1 Head of Service and an HR officer
  - The investigating officer
  - HR officer(s) to support the investigating officer as necessary
  - 
  - The employee shall be given notice in writing at least five working days in advance of the time and place of the meeting and must be advised of their right to be accompanied by a trade union representative or a work colleague. The employee shall be able to call witnesses and produce documents relevant to their case at the meeting: any such documentation should be provided at least 2 working days in advance of the meeting, and the names of witnesses disclosed to HR at least 2 working days before the meeting.
  - The procedure for this meeting is shown at Appendix D.
4. The outcome of the appeal meeting will be communicated to the member of staff who raised the grievance, by the impartial member of CMT within 5 working days of the appeal meeting.

**This is the final stage of the formal procedure – no further internal appeal is available.**

**APPENDIX D****Appeals Meeting Procedure**

1. Person chairing the meeting will open the meeting. Each party present will introduce themselves, in the following order:

- Chair/Panel
- Officers
- Appellant
- Representatives
- Note-taker

**Person chairing the hearing will then confirm procedure as set out below:**

2. Appellant/representative will clarify their grounds for appeal. (e.g. what issue(s) they are seeking to resolve)

Presentation of the Appellant's case

- a. Appellant/representative to present details of their case
- b. Questions from the chair/panel to the Appellant/representative
- c. Questions from the other party/their representative to the Appellant/representative
- d. (If required) Appellant can call a witness in support of their case
- e. Questions to witness from panel, and other party/representative
- f. Summary of Appellant's case

3. Presentation of the other party's case

- a. Other party/ representative presents details of case
- b. Questions from the chair/panel to the Other party /representative
- c. Questions from the Appellant/representative to the other party/their representative
- d. (If required) Other party can call a witness in support of their case
- e. Questions to witness from panel, and Appellant/representative
- f. Summary of other party's case

4. Person chairing the meeting to confirm if further clarification is required by any party on any of the details presented from:

- Panel
- Appellant/representative
- Other party/representative

5. Closing submission from Appellant/representative.

6. Closing submission from other party/representative.

7. Chair to ask Appellant whether they feel they have had a full opportunity to be heard.

8. Panel adjourn to make decision.

**Grievance**

Date Agreed With UNISON:

Date of Effect: 17.01.2011

9. The meeting will then be reconvened, and a verbal decision communicated. This decision will be confirmed in writing within 5 working days of the meeting. The chair will then close the meeting.
10. In order for accurate notes to be taken during the meeting there will be a recording device set during the meeting. This will be saved and referred to as and when necessary.