



Grievance Policy

Policy owner	DCC Norfolk & DCC Suffolk
Policy holder	Director of HR
Author	HR Policy and Reward Manager

Approved by

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Note: By signing the above you are authorising the policy for publication and are accepting responsibility for the policy on behalf of the Chief Constables

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Note: Please send the original Policy with both signatures on it to the Norfolk CPU for the audit trail

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Legal Basis

(Please list below the relevant legislation which is the legal basis for this policy). You must update this list with changes in legislation that are relevant to this policy and hyperlink directly to the legislation.

Legislation/Law specific to the subject of this policy document

Section	Act (title and year)
All	The Employment Rights Act 1996

Other legislation/law which you must check this document against (required by law)

Act (title and year)
Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
Equality Act 2010
Crime and Disorder Act 1998
Health and Safety at Work etc. Act 1974 and associated Regulations
General Data Protection Regulation (GDPR) and Data Protection Act 2018
Freedom Of Information Act 2000
The Civil Contingencies Act 2004

Other Related Documents

- ACAS Code of Practice on Disciplinary and Grievance Procedures
- Discipline and Grievance at Work: The ACAS Guide

1. Introduction – Our Policy

- 1.1 Norfolk and Suffolk Constabularies are committed to ensuring this policy complies with relevant legislation and general principles of fairness and that consultation has been undertaken with all relevant staff groups.
- 1.2 This policy is to provide guidance and information on the grievance procedure for police officers, police staff and special constables to deal with workplace disputes. Unless we have expressly stated that a Force policy is contractual, all policies and procedures are non-contractual, which means we can amend our policies at any time following consultation with UNISON and Federation on any significant changes. All Force policies are intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of a person's gender, race, ethnic origin, colour, nationality, gender reassignment, sexual orientation, religion or belief, disability or age.
- 1.3 You may experience, at some time, problems or concerns about your work, working conditions or relationships with colleagues. You may wish to talk about these issues with your manager or a 2nd line manager so that they can be addressed and if possible, resolved informally. The purpose of the grievance process is to achieve a resolution. It is in all parties' interests to resolve problems before they develop into major difficulties for all concerned.
- 1.4 The following issues that may lead to a grievance include:
- Terms and conditions of employment
 - Health and safety
 - Work relations
 - Bullying and harassment (Further information in relation to this is available in the Anti-Bullying & Harassment Policy)
 - New working practices
 - Working environment
 - Organisational change
 - Discrimination
- 1.5 This procedure may not apply to grievances concerning two or more staff or officers (otherwise referred to as collective grievances) raised by a representative of UNISON or the Federation. These will be dealt with as appropriate to the facts and under the relevant process.
- 1.6 The Constabularies operate a separate Confidential reporting and Whistleblowing policy to enable staff and officers to report illegal activities, wrong doing or malpractice. However if individuals feel they have been victimised for an act of whistleblowing, they may raise the matter under the grievance policy.

- 1.7 It is our hope that most issues listed above should be capable of quick and informal resolution through open and honest communication between you and your manager and that the formal grievance procedure is here for staff and officers where informal resolution cannot be reached..
- 1.8 If you do raise a formal grievance, we will arrange to meet with you, investigate your concerns, inform you in writing of the outcome and give you a right of appeal if you are not satisfied.
- 1.9 We will make every effort to deal with each stage of this procedure within the timescales set out below and where this is not possible we will ensure all timescales are reasonable.

2. Informal Resolution

- 2.1 Most grievances can be resolved quickly and informally by having a discussion with your line manager. You should request an informal meeting with your line manager before taking any further steps under this procedure, unless there are exceptional circumstances. If it is not possible to resolve a matter informally, you should raise the matter formally and without unreasonable delay in accordance with the procedure set out below.

3. Formal grievance resolution

- 3.1 If you raise a formal grievance, you will need to put this in writing and submit this to your line manager within 10 days of the outcome of the informal meeting. If the grievance concerns your line manager, you can submit this to a more senior manager instead or to the HR Operations Team. Your written grievance should contain a description of the nature and basis of your complaint, where possible including any relevant facts, dates and the names of those involved. In some situations, we might need to ask you for some more information. It is our usual procedure to invite you to a meeting within 10 days of your written formal grievance being received, however there may be circumstances where this is not possible (where we need to carry out initial investigation, or where resources prevent it) and you will be kept updated as to any delay.

4. Right to be accompanied

- 4.1 You have a right to be accompanied to a meeting under this procedure. The companion can be either a UNISON representative, Federation representative, a representative from an alternative traded union that you are a member of, or a colleague. See [What is the role of my companion?](#) Included within the FAQ of what is the role of my companion is a link to the Employee Assistance Programme – Validium intranet site should you need any welfare support. If any reasonable adjustments need to be considered to enable you to attend and to fully participate you should inform the manager who will be chairing the meeting. Please give as much advance warning as possible to HR if you intend to bring a colleague, and their name, so that appropriate arrangements can be

made to release the colleague from their normal duties and so that we may check that the companion is suitable. If you or your companion cannot attend the meeting on the proposed date you can suggest another date so long as it is reasonable and not more than five working days after the date originally proposed. This five day limit may be extended by mutual agreement.

5. Grievance meeting

- 5.1 The grievance meeting will be held by a manager who will be accompanied by a HR Advisor for procedural advice and support. The HR Advisor will also record the meeting on a recording device, subject to your consent to this, provided by the HR Operations Team. See [How will the meeting be conducted?](#) Any information disclosed at the meeting will be treated sensitively and in accordance with data protection legislation.
- 5.2 The purpose of the meeting is to let you explain your grievance and how you think it should be resolved. It is important that you provide us with as much information as possible about your grievance. You will need to be prepared to discuss any information you would like us to take into account, such as relevant documents and the names of everyone involved.

6. Investigations

- 6.1 After the grievance meeting the manager (with HR support) will carry out an investigation into your grievance.
- 6.2 The amount of investigation will depend upon the nature of your allegations and will vary case by case. It could involve asking questions of you and any witnesses and reviewing relevant documents. We might carry out further meetings with you where necessary to establish the facts. We will do our utmost to provide you with the outcome within 21 days of the grievance being received. Whether it is possible to meet this deadline will depend on the complexity of the issues raised, the number of people involved and the availability of managers, HR and those who may need to be questioned as a result of the grievance. If this is not achievable the manager will ensure that you are kept up to date of any delays.

7. Outcome

- 7.1 The manager dealing with the grievance will arrange to communicate the outcome to you at a meeting and will follow up in writing. We will also inform you of any further action we intend to take to resolve your grievance, as far as we are able. If further action is to be taken with anyone involved with the grievance, you will be advised of this, however we will be unable to go into full details about this. We will also remind you of your right to appeal.

8. Appeals

- 8.1 If your grievance has not been resolved to your satisfaction, you can appeal in writing, stating your full grounds of appeal within 10 calendar days of receiving the decision letter. See [On what grounds can I appeal?](#)
- 8.2 Following receipt of your appeal we will write to you to confirm the date, time and place of the appeal meeting and you will have the right to be accompanied at the meeting. See the paragraph above which sets out your right to be accompanied, this applies equally to appeal meetings.
- 8.3 The appeal meeting will be conducted impartially, usually by a more senior manager who has not been previously involved in your case. A member of the HR team will also attend the appeal meeting.. The appeal meeting will be recorded on a recording device.
- 8.4 Once we have considered the content of your grievance appeal and carried out any necessary further investigations, we will arrange to communicate the outcome with you, either in writing or via a meeting. This will be the final decision and there will be no further right of appeal. See [What are the possible outcomes of an appeal?](#)

9. Grievances raised after you have left the Force

- 9.1 If you wish to raise a grievance after you have left the Force, you should write to HR setting out details of the nature and the basis of your complaint. You will need to provide all relevant details including facts, dates and the names of those involved. It is not our policy to arrange a meeting with you to discuss your grievance in these circumstances.
- 9.2 We will review your grievance and decide whether an investigation should take place. If we decide it should, we will investigate and write to you with our outcome. We will do our utmost to provide you with an outcome within 21 days calendar days upon receipt of your written grievance.

10. Confidentiality and Records

- 10.1 As explained above at paragraph 5.1, any information disclosed as part of your grievance will be treated sensitively. Any breach by any individual of their duty of confidentiality in relation to a grievance could be dealt with as a disciplinary matter.
- 10.2 We will keep records of relevant correspondence and documents relating to your grievance on your personal file on a confidential basis.

11. Other related policies

- 11.1 We have a separate Anti-harassment and Bullying policy that may be relevant if you believe you have been the victim of bullying or harassment, or wish to report an alleged incident of bullying or harassment involving other people. See Anti-Harassment and Bullying policy.

- 11.2 Our grievance procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Procedure.
- 11.3 See how do I know whether or not my complaint relates to dismissal or disciplinary action and should be raised as a grievance?
- 11.4 No Police Staff or Police Officer will be disadvantaged or victimised for raising a grievance in good faith. If it is established that you have knowingly provided false information or have raised a grievance dishonestly you may be subject to disciplinary action under the Police Staff and Police Officer Disciplinary Policy. Disciplinary action will only be pursued after a full investigation into the matter.

12. Support available during the grievance procedure

- 12.1 If you are thinking of raising a grievance there are a number of support services available. See [What support services are available?](#)