**Appendix 1 – Formal Grievance Procedure**

# Stage 1

The employee should submit a formal written statement of grievance to the Head of Service using the grievance submission form (Appendix 3), clearly outlining the nature of the grievance and the resolutions sought.

Where a grievance relates to bullying and harassment, the written statement of grievance should be submitted to a Nominated Bullying & Harassment Senior Officer:

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| **Nominated B&H Senior Officers** |
| Tracey Urry | Tracey.urry@highland.gov.uk |
| Colette Macklin | Colette.macklin@highland.gov.uk |
| Donna Sutherland | Donna.sutherland@highland.gov.uk |
| Fiona Malcolm | Fiona.malcolm@highland.gov.uk |
| Alan McKinnie | Alan.mckinnie@highland.gov.uk  |

A copy should also be sent to HR via HR@highland.gov.uk If it is felt that submitting the grievance to the Head of Service is not appropriate, it should be submitted to the Service ECO.

Where possible, a conciliation meeting facilitated by HR should take place with the aggrieved employee and other appropriate parties. The purpose of the meeting is to support the employee and to enable a timely, fair, and transparent and informal resolution.

If conciliation is unsuccessful in resolving the grievance, the Head of Service will nominate an officer to convene a grievance hearing within 15 working days (or otherwise by mutual agreement) of receipt of the written statement of grievance.

If appropriate, a nominated officer can be appointed from a different Service. The employee will have the right to be represented at the meeting.

The nominated officer will respond in writing to the formal statement of grievance within 5 working days after the date of the meeting, unless otherwise agreed to allow the nominated officer to speak to any witnesses or subject experts.

Support will be available from Services for employees who raise a grievance, as well as for employees who a grievance is raised against. Contact should be made with HR to discuss appropriate arrangements. Examples of support could include:

* agreeing a communication plan with the employee
* appointing an alternative manager as the point of contact where necessary
* referral to the Employee Assistance Programme

# Stage 2

Employees have the right to appeal the outcome of a stage 1 grievance. The reasons for appeal should be clearly explained and could be because the outcome is wrong or unfair, or because the procedure was not followed appropriately.

A statement of appeal must be submitted in writing using the Grievance Appeal Form (Appendix 4) within 10 working days of receipt of the nominated officer's decision, explaining the reason(s).

The Service ECO will nominate an appropriate manager, who can be appointed from a different Service, to convene a formal appeal hearing within 15 working days of receipt of the grievance appeal form.

The Service ECO or nominee shall respond in writing to the aggrieved employee within 5 working days after the date of the hearing, unless otherwise agreed. This will conclude the grievance process.