

Grievance – Manager/HR Responsibilities

July 2020

Stage of Grievance Procedure	What do we expect from managers?	What can you expect from HR?
Grievance general guidance	<ul style="list-style-type: none"> • Read and follow procedures and guidelines (on Our Derbyshire and website). • Attend briefings/management development courses on grievance procedure where necessary. • Ensure documentation is placed on the personal file appropriately. 	<ul style="list-style-type: none"> • Briefing/training on grievance procedure. • Guidance throughout the process if required. • Support with wording of documents/letters where necessary. • Presence at meetings and appeals.
Informal Stage	<ul style="list-style-type: none"> • Attempt to resolve grievance by discussing issues with employee and other relevant parties, gathering any information necessary. • Inform employee of outcome and take any necessary actions. • Consider and propose mediation where appropriate. 	<ul style="list-style-type: none"> • Advice if the grievance proves to be difficult to resolve informally.
Formal Stage 1 (More senior manager)	<ul style="list-style-type: none"> • Arrange a meeting with the employee to discuss the grievance, giving them the right to be accompanied. • Gather any further information required. • Decide the outcome, inform the employee and send letter confirming this. • Take any necessary actions. 	<ul style="list-style-type: none"> • Advise on grievance process where necessary. • Presence at formal grievance meeting where complex.
Formal Stage 2 Appeal Hearing	<ul style="list-style-type: none"> • Prepare a statement of case, containing statements and known facts. • Arrange for witnesses to attend, present the management statement of case, including questioning witnesses. • Appeals to an Appeals Hearing Officer (Executive Director or member of Senior Management Team) who will hear the appeal and decide the outcome. The Director of Organisational Development & Policy will send a letter confirming outcome. 	<ul style="list-style-type: none"> • Support on statement of case preparation - where necessary. • HR Advisor presence at all grievance appeals to advise Appeal Hearing Officer. • HR Advisor to assist in preparation of outcome letter/any actions – where necessary. • Additional HR presence at grievance appeal to support presenting officer – where necessary.