

Grievance Procedures

I have a grievance relating to my work, what can I do?

Grievance procedures are available to all public servants at any time. If you ask to see them, and they are not forthcoming, contact your rep or Prospect's office. The Grievance Procedures can easily be copied for your reference.

If your grievance is a complaint about service or relating to bullying & harassment, then different procedures may be more relevant – please take our advice if you are unsure.

The main themes of the procedures are to settle the grievance at the lowest level practical, and to accomplish this without lengthy delay.

Before you start the procedure you need to think carefully about what you want from it and the things you are seeking from management to resolve your issues. This is important – and you can take our advice and discuss this before you submit a grievance.

The Grievance Procedures are divided into three stages:

Stage 1

The first stage is an *informal* discussion, usually with your line manager (or a more senior officer if the grievance is due to a decision made by them). If you are dissatisfied with the response, you can refer the matter to Prospect who may also take the matter up with that person. If the problem cannot be resolved within the procedural time scales, the paperwork must be completed, and you will be notified which manager will deal with Stage 2.

Stage 2

This manager must arrange to meet you and the person concerned, within the procedural timescales. He/she will come to a decision and inform *all* parties (including the manager who dealt with Stage 1). If you are unhappy with decision, you may request a move to the third and final stage, giving reasons.

Stage 3

The 3rd stage is the final stage, and will be heard by a senior officer or panel of officers within set timescales.

At all stages, you have the right to be accompanied by a Prospect representative.

All stages must be documented.