

Grievance Procedures

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

In the same way that the Civil Service Regulation contain procedures for discipline, they also contain the procedures for resolution of grievances.

Civil Service Regulations are available to all civil servants at any time. If you ask to see them, and they are not forthcoming, [contact your rep](#) or [Angela Moffatt](#), the Secretary. The Grievance Procedures are not a large part and can easily be copied for your reference. Make sure that you also copy and read the Notes for Guidance for Managers - these make the procedures a bit easier to understand. (The Regulations are in the process of being rewritten and will eventually be available online, and hopefully, be more user-friendly.)

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

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 the Association who may also take the matter up with that person. If the problem cannot be resolved within 3 working days, the paperwork must be completed, and you will be notified as which manager will deal with Stage 2.

Stage 2

This manager must arrange to meet you and the person concerned, within 4 working days. 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 write to your Chief Officer requesting a move to the third and final stage, giving reasons.

Stage 3

The Chief Officer (or delegated panel) should hear your appeal within 7 working days from receiving your written request. The Chief Officer's (or panel's) decision will be final and notified to all parties as soon as possible.

At all stages, you have the right to be accompanied by an Association representative. All stages must be documented.

Obviously this is a summary - please see the procedures for full details.