

Grievance and Dispute Policy

Issue Date	Review Date	Version
February 2013	Extended to December 2022	8.2

Purpose

The purpose of this policy is to provide a framework within which Trust staff can raise their grievances in confidence and with an overall aim of reaching resolution.

Who should read this document?

All Trust employees

Key Messages

The Trust is committed to providing a fair and effective mechanism for handling all grievance and dispute issues raised by staff.

Core accountabilities

Owner	HR Business Partner
Review	JSNC
Ratification	Director of People
Dissemination (Raising Awareness)	HR Business Partner
Compliance	HR Business Partner

Links to other policies and procedures

N/A

Version History

2.1	28/11/02	JSNC
3.1	28/11/02	Updated in agreement with JSNC
4.1	06/05/10	Amended in line with the Equality Act 2010
4.2	24/11/10	Review date extended
5	03/06/11	Review date extended
6	February 2013	Full review
7	January 2019	Extended to April 2019
8	August 2019	Extended to February 2020 by Richard Maguire & Lisa White
8.1	June 2020	Extended to May 2021 by Lisa White
8.2	August 2021	Extension Granted until December 2022

The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote

equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

**An electronic version of this document is available on Trust Documents.
Larger text, Braille and Audio versions can be made available upon
request.**

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1 Introduction

- 1.1 The Trust recognises the need for addressing staff concerns with colleagues and/or managers/clinicians, and will endeavour to resolve them. This policy applies to all individuals employed by the Trust. It is intended to deal with individual employee grievances or a grievance shared by a group of employees (Dispute) as fairly, speedily and systematically as possible.

2 Purpose, including legal or regulatory background

- 2.1 The purpose of this policy is to provide a framework within which Trust staff can raise their grievances. It lays down the appropriate steps to be taken by employees wishing to seek redress in respect of any issues which gives rise to a grievance, as well as outlining the Trust and line management responsibilities in dealing with such grievances.
- 2.2 This policy does not apply to settling grievances/disputes relating to:
- Dismissal or warnings issued under any formal process.
 - Matters where specific Agenda for Change and/or other Trust policies are applicable.
 - Harassment and Bullying (see Harassment and Bullying Procedure).
 - Raising Concerns (See Raising Concerns Policy).
 - Grading decisions.
 - Matters over which the Trust has no control, e.g. income tax and national insurance payments etc.
 - Private grievances between employees which are not related to the working environment and are outside the scope of the employment relationship and authority of the Trust to resolve.
 - Issues that have already been raised and dealt with as part of this Policy.
- 2.3 This policy observes current employee law, including the Equality Act 2010 and the ACAS Code of Practice.

3 Definitions

- **Grievance** - A grievance is a complaint that has been presented to a manager by a staff member (this would normally be the line manager).
- **Dispute** - A dispute refers to a grievance held by two or more staff members.
- **Bullying** – the unwanted behaviour, one to another, which is based upon the unwarranted use of authority of power. Bullying includes persistent criticism and personal abuse and/or ridicule, either in public or private, which is humiliating or demeaning. Bullying behaviour can also include berating or belittling employees, unreasonably changing an employee's workload, hours or place of work without their knowledge/agreement, or misuse of capability or disciplinary procedures.
- **Harassment** – The Equality Act (2010) defines harassment as: “unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, humiliating or offensive

environment for that individual". Harassment can involve a single incident or be persistent, it may be directed at one or more individuals.

4 Organisational Responsibilities

4.1 Trust Board and Executive Directors

4.1.1 The Trust Board is responsible for seeking assurance that the Trust maintains a satisfactory and robust process for dealing with staff grievances.

4.1.2 The Director of HR and OD is responsible for ensuring that the policy is working effectively and any breaches are addressed promptly.

4.2 The HR and OD Directorate

4.2.1 The HR and OD Directorate will:

- Provide advice and guidance on the grievance process and attend formal grievance meetings, where required.
- Advise line managers that they must be accompanied by an appropriate peer where HR are not present at formal grievance meetings.
- Attend all formal Appeal meetings and provide appropriate HR support.

4.3 Employee's Manager

4.3.1 The employee's manager will:

- Make every effort to resolve any issues informally.
- Treat the matter confidentially at all times.
- Ensure that meetings are promptly arranged.
- Advise the employee of their right to be accompanied through the formal process.
- Provide the employee with an opportunity to outline their complaint.
- Maintain appropriate file notes and correspond in a timely manner with the employee(s).
- Ensure compliance with this policy.

4.4 Employee

4.4.1 The employee will:

- Raise any grievance/dispute with their line manager and engage in attempts to resolve the issue informally.
- Where the issue has not been resolved informally or the matter is too serious to raise informally, raise a grievance/dispute in writing.
- Take all reasonable steps to attend meetings.
- Present any written evidence in support of their grievance/dispute at the formal meeting.
- Treat the matter confidentially at all times.

4.5 Trade Union Representative/Workplace Colleague

4.5.1 The Trade Union Representative/Workplace Colleague will:

- Represent and support employees (workplace colleague) through the formal process.
- Where possible, hand over cases during periods of leave to avoid unnecessary delays.
- Assist and represent the employee in stating their case.
- Treat the matter confidentially at all times.

4.6 Staff Health and Wellbeing Department

4.6.1 The Staff Health and Wellbeing Department provides an independent, impartial and confidential source of advice on all aspects of the relationship between work and health.

4.6.2 All employees may seek advice, self refer or managers can make formal referral requests for occupational, medical or psychological assessment in relation to the fitness for work of individual members of staff for whom they are responsible.

5 General Principles

5.1 All grievances/disputes should be actioned by the appropriate manager as near to their source as possible.

5.2 Every effort should be made to resolve grievances/disputes informally and as quickly as possible without recourse to the formal grievance process.

5.3 A grievance/dispute should be lodged no later than one month from when the incident took place or when the employee became aware of it.

5.4 The advice of the Human Resources Department should be sought upon application of the formal process.

5.5 In circumstances where an employee has difficulty in expressing their grievance in writing, they should be encouraged to seek help (e.g. from a work colleague or trade union representative).

5.6 The time limits specified in this policy upon receipt of a grievance/dispute will normally be observed. However, in some instances this may not be practical and the timescale may be extended. In such circumstances an explanation should be provided to the employee for such delay.

5.7 The status quo (i.e. the working and management arrangements which applied prior to the change which precipitated the grievance/dispute), shall continue to operate until it is resolved or until the procedure has been exhausted, unless operational practicalities prevail.

5.8 Failure to follow or comply with this policy could lead to action being taken under the Trust's Performance and Conduct Policy.

6 Stage 1 Informal Procedure

- 6.1 Where an employee has a grievance about a work-related problem this should be raised in the first instance with his/her immediate manager. Most grievances will be resolved by having an informal and constructive discussion.
- 6.2 The manager will arrange to meet with employee to hear details of the grievance/dispute and agree how the issues raised can be resolved. A written record of the discussion will be kept. The staff member can choose to be accompanied at this stage by a trade union representative or a workplace colleague although all parties should recognise the informal nature of this part of the process.
- 6.3 Where a grievance/dispute is not resolved through informal discussion with their manager, the staff member may take up the grievance formally.
- 6.4 Where an employee has a grievance that they consider to be inappropriate to raise with their manager, advice should be sought via the next level of management or the HR Department.

7 Stage 2 Formal Procedure

- 7.1 The employee should give written notification of their grievance, using the Notification of a Grievance/Dispute Form (Appendix 1) to the next level of management not previously involved.
- 7.2 This notification should be received from the employee within 10 working days following the completion of the informal process, or where it has not been appropriate to deal with the matter informally, in line with the timescale as per paragraph 5.3.
- 7.3 On receipt of a formal grievance/dispute, the manager should contact the HR Directorate for guidance and support.
- 7.4 The manager will write to the employee to acknowledge the grievance/dispute and will arrange a meeting with the employee to hear the employee's grievance/dispute, normally within 10 working days of receipt of the notification of grievance/dispute, informing them of their right to be accompanied by a trade union representative or workplace colleague at the meeting. (Appendix 2).
- 7.5 An HR representative will attend formal grievance meetings, where required. However, line managers must be accompanied by an appropriate peer (with no previous involvement with the case) where HR are not present at the formal grievance meeting.
- 7.6 The employee must take all reasonable steps to attend this meeting. If an employee or their representative cannot attend the meeting on the proposed date, a further date within 5 working days after the date originally proposed by the manager will be arranged.

- 7.7 Following appropriate discussion and any further investigation required by the manager, the manager will confirm the outcome decision in writing to the employee, using the template letter (Appendix 3). The employee should be advised that they can appeal against the decision if they are not satisfied with the outcome.
- 7.8 This process aims for grievances/disputes to be resolved promptly and within a reasonable timescale. Normally this will be within one month from the complaint being received to resolution unless an appeal is lodged. In this case it may take up to 3 months. In some cases timescales may be extended in line with Paragraph 5.6.

8 Stage 3 Appeal Procedure

- 8.1 If the employee does not feel that the grievance/dispute has been satisfactorily resolved they have the right to appeal.
- 8.2 To exercise the right to appeal, the employee should do so by writing to the Director of HR and OD within 10 working days of the date of the grievance/dispute outcome letter, fully stating the grounds for appeal.
- 8.3 On receipt of the appeal letter the Director of HR and OD will acknowledge the appeal and the HR Department will organise an appeal meeting, normally within one month of receipt of the appeal (Appendix 4).
- 8.4 The employee must take all reasonable steps to attend this meeting. If an employee or their representative cannot attend the meeting on the proposed date, a further date within 10 working days after the date originally proposed by the manager will be arranged.
- 8.5 The appeal will be heard by two Senior Managers, (including one Director where appropriate), not previously involved in the matter. They will be supported by a senior member of the HR Department
- 8.6 Where the issue concerns professional or technical matters, the panel hearing the appeal may seek additional advice from an appropriate person. This person will form part of the panel and will have had no direct involvement in the case previously.
- 8.7 The manager who heard and responded to the grievance at Stage 2 should prepare a management case which should outline the findings of the grievance and the reason for the decision. This should be sent to the manager chairing the appeal panel at least 5 working days before the appeal hearing, together with details of any witnesses the manager intends to call to the hearing.
- 8.8 The employee appealing against the decision should provide to the HR representative any statements or documents which they intend to rely on at the hearing, a list of witnesses they intend to call and details of their trade union representative/workplace colleague, at least 5 working days before the appeal hearing. The HR representative will ensure that this information is made available to the panel and manager presenting the case.

- 8.9 The appeal hearing will be conducted according to the process outlined in Appendix 5).
- 8.10 The appeal chair will confirm the outcome decision in writing to the employee using the template letter (Appendix 6).
- 8.11 The appeal stage represents the final stage of the policy and there are no further internal appeal stages.

9 Overall Responsibility for the document

- 9.1 The Director of HR & OD has overall responsibility for the dissemination, implementation and review of this policy.

10 Consultation and ratification

- 10.1 The design and process of review and revision of this policy will comply with The Development and Management of Trust Wide Documents.
- 10.2 The review period for this document is set as five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.
- 10.3 This document will be subject to consultation with the Joint Staff Negotiating Committee and will be ratified by the Director of HR & OD.
- 10.4 Non-significant amendments to this document may be made, under delegated authority from the Director of HR & OD, by the nominated author. These must be ratified by the Director of HR & OD and should be reported, retrospectively, to the Policy Sub Group of the Joint Staff Negotiating Committee and HR and OD Committee.

11 Dissemination and Implementation

- 11.1 Following approval and ratification, this policy will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process.
- 11.2 Document control arrangements will be in accordance with The Development and Management of Trust Wide Documents.
- 11.3 The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the Director of HR & OD and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

12 | Monitoring compliance and effectiveness

Monitoring of the policy and procedure will be undertaken by the Deputy Director of Human Resources, through feedback from the HR Business Partner Team and Staff Side. This Policy will be reviewed regularly by the HR Directorate, management and staff side through the JSNC and MSP mechanism.

The standards and Key Performance Indicators identified with the implementation of this policy are the NHSLA and Standards as determined by the Care Quality Commission.

The Trust will undertake an annual review of this policy. It should be noted that the responsibilities in this policy are legally enforceable and that managers (and employees where applicable) failing to uphold their responsibilities may find themselves in breach of internal disciplinary policies and legislation.

Information for equality monitoring will be recorded as required to ensure equality regulations are met in respect of any formal process commenced under this policy.

Dissemination Plan			
Document Title	Grievance and Dispute Policy and Procedure		
Date Finalised	February 2013		
Previous Documents			
Action to retrieve old copies			
Dissemination Plan			
Recipient(s)	When	How	Responsibility
All Trust staff		Information Governance StaffNet Page	Information Governance Team

Review Checklist		
Title	Is the title clear and unambiguous?	Yes
	Is it clear whether the document is a policy, procedure, protocol, framework, APN or SOP?	Yes
	Does the style & format comply?	Yes
Rationale	Are reasons for development of the document stated?	Yes
Development Process	Is the method described in brief?	Yes
	Are people involved in the development identified?	Yes
	Has a reasonable attempt has been made to ensure relevant expertise has been used?	Yes
	Is there evidence of consultation with stakeholders and users?	Yes
Content	Is the objective of the document clear?	Yes
	Is the target population clear and unambiguous?	Yes
	Are the intended outcomes described?	Yes
	Are the statements clear and unambiguous?	Yes
Evidence Base	Is the type of evidence to support the document identified explicitly?	Yes
	Are key references cited and in full?	Yes
	Are supporting documents referenced?	Yes
Approval	Does the document identify which committee/group will review it?	Yes
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?	Yes
	Does the document identify which Executive Director will ratify it?	Yes
Dissemination & Implementation	Is there an outline/plan to identify how this will be done?	Yes
	Does the plan include the necessary training/support to ensure compliance?	Yes
Document Control	Does the document identify where it will be held?	Yes
	Have archiving arrangements for superseded documents been addressed?	Yes
Monitoring Compliance & Effectiveness	Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?	Yes
	Is there a plan to review or audit compliance with the document?	Yes
Review Date	Is the review date identified?	Yes
	Is the frequency of review identified? If so is it acceptable?	Yes

Overall Responsibility	Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the document?	Yes
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Core Information	
Date	February 2013
Title	Grievance and Dispute Policy and Procedure
What are the aims, objectives & projected outcomes?	The purpose of this policy is to provide a framework within which Trust staff can raise their grievances in confidence and with an overall aim of reaching resolution.
Scope of the assessment	
Collecting data	
Race	There could potentially be an impact on staff whose first language isn't English, so this policy can be made available in alternative formats. Data will be monitored through workforce data reporting and analysis of all data will be undertaken as appropriate
Religion	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting and analysis of all data will be undertaken as appropriate
Disability	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting and analysis of all data will be undertaken as appropriate. The policy can be made available in alternative formats
Sex	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting and analysis of all data will be undertaken as appropriate
Gender Identity	There is currently no data collected to show the impact in this area.
Sexual Orientation	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting and analysis of all data will be undertaken as appropriate
Age	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting and analysis of all data will be undertaken as appropriate
Socio-Economic	There is currently no data collected to show the impact in this area.
Human Rights	There is currently no data collected to show the impact in this area.
What are the overall trends/patterns in the above data?	No trends or patterns identified at this stage. However, data will be monitored and any trends or patterns will be identified and appropriate actions will be put in place.
Specific issues and data gaps that may need to be addressed through consultation or further research	There is currently no data to monitor the impact on gender identity, socio-economic and human rights.

Involving and consulting stakeholders				
Internal involvement and consultation	Business Partners, Senior Management and JSNC.			
External involvement and consultation	No external consultation undertaken			
Impact Assessment				
Overall assessment and analysis of the evidence	<p>There could potentially be an impact on staff whose first language isn't English, so this policy can be made available in alternative formats.</p> <p>There is potentially an impact on people with a disability. Those who are disabled in any way should be supported through the process and reasonable adjustments should be put in place as appropriate.</p>			
Action Plan				
Action	Owner	Risks	Completion Date	Progress update
Provide document in alternative formats and languages if requested	Healthcare Clinical Governance Office	Potential cost impact	ongoing	This action will be addressed as and when the need occurs.
Monitoring of workforce data on a regular basis	HR Business Partner		On-going	Action will be taken as and when required.

NOTICE OF A GRIEVANCE/DISPUTE

1. Prior to the formal procedure being invoked, informal discussions should always take place (unless the issue is too serious) between the employee(s) and their immediate manager, or more senior manager if appropriate. A trade union representative may accompany the employee. If this is the case an HR representative may also be present.
2. This form may be completed by an employee or staff representative, at any stage of the procedure to register that a grievance or dispute exists.
3. It should be handed to the Manager described in the appropriate stage of the procedure.
- 4.
5. A copy of this Notice should be retained by the employee.

Please detail below:

Employee(s) Name(s): Job Title:.....

Department: Base:.....

Manager (Name): Job Title:

Employee(s) Representative, if applicable (Name):

Trade Union/Association, if applicable:

Nature of Grievance/Dispute

Please detail the Nature of your Grievance/Dispute below. Please list the main points of disagreement. If necessary, please continue on a separate sheet and attach it to this form.

.....

.....

.....

University Hospitals Plymouth NHS Trust
Derriford Road
Crownhill
Plymouth
PL6 8DH

Tel: 01752 202082
www.plymouthhospitals.nhs.uk

Date

**Private & Confidential
Addressee Only**

Name
Address

Dear (Employee Name)

Re: Stage 2 – Grievance/Dispute (delete as appropriate)

Further to your recent grievance/dispute (**delete as appropriate**) relating to (**insert grievance details**), I am writing to advise you that a meeting has been arranged to discuss your grievance/dispute (**delete as appropriate**) in accordance with the Trust's Grievance and Dispute Policy and Procedure. You previously submitted this grievance informally and met with your line manager, **XXX** however you have now requested for this to be dealt with formally.

I can confirm that the meeting will take place on (**DATE**) at (**TIME**) in (**VENUE**). You are required to make every effort to attend the meeting. The panel hearing the case will consist of (insert Manager name and job title) and (insert HR rep name and job title).

You have the right to be accompanied at the meeting by a trade union representative or a work place colleague (not acting in a legal capacity). If you wish to be accompanied please note that it is your responsibility to identify someone who is able to attend the hearing with you on the scheduled date.

I can confirm that a written outcome of this hearing will be sent to you shortly following the grievance meeting unless further investigation is required. In this case you will be notified of this and an extended timescale will be advised.

Finally, we have a range of personal wellbeing and support services for staff which I have listed below for your information, should you wish to use them:

- Employee Assistance Programme offering 24/7, 365 days a year confidential telephone helpline – please call 03303 800658

- Cavell Nurses' Trust, a charity providing advice, support and financial assistance for registered nurses, midwives and healthcare assistants. To get in touch please call 01527 595 999
- Financial tools, resources and tools to help you build your financial knowledge and confidence available via the Neyber Financial Wellbeing Hub at: www.neyber.co.uk/uhp
- Occupational Health & Wellbeing's Counselling and Mental Health Team on (01752) 437222 (internal 37222), Option 1 /email: plh-tr.OccHealthStaffCounsellingTeam@nhs.net
- Weekly counselling drop-in every Wednesday (09:00 to 11:30 at DCHW)
- **Freedom to Speak Up Guardians, whose role is to** impartially and objectively support all staff within our organisation to raise any concerns that they may have, the team **can be contacted on (01752) 433381 or via email at f2s.guardian@nhs.net**
- Pastoral and Spiritual Care Team available on (01752) 245255 (internal 55255) or by email at: derriford.chaplaincy@nhs.net.
- Trade Union members can contact: GMB (01752) 439274 (internal 39274); Unison (01752) 439276 (internal 39276); or RCN (Internal Bleep 81995).

If you have any special requirements that you consider should be met in order for you to be able to attend this hearing please let me know.

Please contact me on the above number to confirm your attendance.

Yours sincerely

Manager
Job Title

University Hospitals Plymouth NHS Trust
Derriford Road
Crownhill
Plymouth
PL6 8DH

Tel: 01752 202082
www.plymouthhospitals.nhs.uk

DRAFT LETTER: GRIEVANCE/DISPUTE OUTCOME

Date

Private & Confidential**Addressee Only**

Name

Address

Dear (Employee Name)

Re: Stage 2 Grievance/Dispute (delete as appropriate) Outcome

Thank you for attending the grievance/dispute (delete as appropriate) meeting on ***** (date). Present at the meeting was [HR representative name], [job title] and myself. You were accompanied at the meeting by, [Trade Union representative name], [job title].

The meeting had been convened to hear your grievance in accordance with section the formal Grievance and Dispute Policy and Procedure.

During the grievance meeting you explained that the grounds of your grievance related to

Having had the opportunity to fully investigate your grievance/dispute (delete as appropriate), I am writing to advise you of my decision. I have [upheld / partly upheld / rejected * delete as appropriate] your grievance and would like to outline the reasons for this decision.....

Finally, we have a range of personal wellbeing and support services for staff which I have listed below for your information, should you wish to use them:

- Employee Assistance Programme offering 24/7, 365 days a year confidential telephone helpline – please call 03303 800658
- Cavell Nurses' Trust, a charity providing advice, support and financial assistance for registered nurses, midwives and healthcare assistants. To get in touch please call 01527 595 999

- Financial tools, resources and tools to help you build your financial knowledge and confidence available via the Neyber Financial Wellbeing Hub at: www.neyber.co.uk/uhp
- Occupational Health & Wellbeing's Counselling and Mental Health Team on (01752) 437222 (internal 37222), Option 1 /email: plh-tr.OccHealthStaffCounsellingTeam@nhs.net
- Weekly counselling drop-in every Wednesday (09:00 to 11:30 at DCHW)
- Freedom to Speak Up Guardians, whose role is to impartially and objectively support all staff within our organisation to raise any concerns that they may have, the team can be contacted on (01752) 433381 or via email at f2s.guardian@nhs.net
- Pastoral and Spiritual Care Team available on (01752) 245255 (internal 55255) or by email at: derriford.chaplaincy@nhs.net.
- Trade Union members can contact: GMB (01752) 439274 (internal 39274); Unison (01752) 439276 (internal 39276); or RCN (Internal Bleep 81995).

If you do not feel this response has satisfactorily resolved the concerns raised in your grievance, then you do have the right of appeal. You should do this in writing to Steven Keith, Director of People at plh-tr.appealrequests@nhs.net, stating fully your grounds of appeal within 10 working days of receipt of this letter. Once this is acknowledged, an Appeal Hearing will be booked and communicated to you.

Yours sincerely

Manager
Job Title

cc: Human Resources Representative
Trade Union Representative (if applicable)

University Hospitals Plymouth NHS Trust
Derriford Road
Crownhill
Plymouth
PL6 8DH

Tel: 01752 202082
www.plymouthhospitals.nhs.uk

Date

Private and Confidential

Name

Address

Dear **Employee Name**

Re: Stage 3 Grievance/Dispute (delete as appropriate) Appeal

I am in receipt of your Appeal against the outcome of your grievance/dispute **(delete as appropriate)** issued on

I note that your reason(s) for appeal is/are as follows:

-
-

I am writing to advise you that a meeting has been arranged to hear your appeal in line with the Trust's Grievance and Dispute Policy and Procedure.

The Panel hearing the case are **X Name, Manager job title, X Name, Manager job title and X Name, HR Manager/Business Partner. X Name, Manager Job title** will present the management case, supported by myself, **Senior / HR Advisor**. In line with the Policy and Procedure (attached) a management case will be prepared and a copy will be sent to the Panel and yourself within 5 working days of the appeal meeting. You are also required to provide information to me, as outlined in paragraph 8.8 of the Grievance and Dispute Policy and Procedure within 5 days of the appeal meeting for me to distribute to the Panel on your behalf.

You are required to make every effort to attend the meeting which will take place on **X date**, at **X time** in **X room, level X**, Derriford Hospital.

You have the right to be accompanied at the meeting by a staff side representative, or workplace colleague not acting in a legal capacity. If you wish to be accompanied please note that it is your responsibility to identify someone who is able to attend the hearing with you on the scheduled date.

At the meeting the Panel will hear the detail of your reason for appeal. You should be aware that following this the Panel may require an adjournment to investigate the issue further and to consider their decision.

Finally, we have a range of personal wellbeing and support services for staff which I have listed below for your information, should you wish to use them:

- Employee Assistance Programme offering 24/7, 365 days a year confidential telephone helpline – please call 03303 800658
- Cavell Nurses' Trust, a charity providing advice, support and financial assistance for registered nurses, midwives and healthcare assistants. To get in touch please call 01527 595 999
- Financial tools, resources and tools to help you build your financial knowledge and confidence available via the Neyber Financial Wellbeing Hub at: www.neyber.co.uk/uhp
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- Pastoral and Spiritual Care Team available on (01752) 245255 (internal 55255) or by email at: derriford.chaplaincy@nhs.net.
- Trade Union members can contact: GMB (01752) 439274 (internal 39274); Unison (01752) 439276 (internal 39276); or RCN (Internal Bleep 81995).

If you have any special requirements that you consider should be met in order for you to be able to attend this meeting please let me know.

Please confirm your attendance at the meeting with **X Name, Line Manager** and advise whether you will be accompanied by a colleague or representative and, if so, who will it be.

Yours sincerely

Name
Senior / HR Advisor

CONDUCTING A GRIEVANCE/DISPUTE APPEAL MEETING

1. The employee, with support from their representative (if applicable) shall state their case and call any witnesses.
2. The members of the Panel and the management will have the opportunity to ask questions of the employee/representative for clarification
3. The members of the Panel and the management will have the opportunity to question any witnesses called.
4. The employee/representative of the employee may re-examine his/her witnesses on any matters referred to in their examination by members of the Panel or the management side representative.
5. The management side representative shall state the case for University Hospitals Plymouth NHS Trust and call any witnesses.
6. The members of the Panel and the employee/representative of the employee will have the opportunity to ask questions of the management side for clarification
7. The members of the Panel and the employee/representative will have the opportunity to question any witnesses called.
8. The management side representative may re-examine his/her witnesses on any matter referred to in their examination by members of the panel or the employee/representative.
9. The employee, with support from their representative (if applicable) shall be entitled to sum up their case
10. The panel may at their discretion adjourn an appeal in order that further evidence may be produced by either party.
11. The panel will adjourn to consider the evidence and make a decision
12. If an immediate decision cannot be given, it shall be communicated in writing to both parties, usually within 5 working days of the meeting.
13. The decision of the panel for all grievance/dispute appeals shall be final and there will be no further internal recourse.

University Hospitals Plymouth NHS Trust
Derriford Road
Crownhill
Plymouth
PL6 8DH

Tel: 01752 202082
www.plymouthhospitals.nhs.uk

Date

Private and Confidential

Name

Address

Dear Employee Name

Re: Stage 3 Grievance/Dispute Appeal (delete as appropriate) Outcome

Thank you for attending the Appeal Hearing on **X date**. The Panel hearing the case consisted of myself and **X name**, Human Resources Manager / Business Partner. The management case was presented by **X name**, **manager job title** and **X name**, Senior/Human Resources Advisor. You chose (**not**) to bring **X name**, (**a**) Trade union representative or **X name (a)** workplace colleague to the hearing.

The meeting had been convened to hear your Appeal in accordance with the Trust's Grievance and Dispute Policy and Procedure.

During the meeting you explained that the grounds of your appeal related to

Having had the opportunity to fully investigate your Appeal, I am writing to advise you of my decision. I have **upheld / partly upheld / rejected * delete as appropriate** your Appeal and would like to outline the reasons for this decision.....

Finally, we have a range of personal wellbeing and support services for staff which I have listed below for your information, should you wish to use them:

- Employee Assistance Programme offering 24/7, 365 days a year confidential telephone helpline – please call 03303 800658
- Cavell Nurses' Trust, a charity providing advice, support and financial assistance for registered nurses, midwives and healthcare assistants. To get in touch please call 01527 595 999
- Financial tools, resources and tools to help you build your financial knowledge and confidence available via the Neyber Financial Wellbeing Hub at: www.neyber.co.uk/uhp
- Occupational Health & Wellbeing's Counselling and Mental Health Team on (01752) 437222 (internal 37222), Option 1 /email: plh-tr.OccHealthStaffCounsellingTeam@nhs.net
- Weekly counselling drop-in every Wednesday (09:00 to 11:30 at DCHW)

- **Freedom to Speak Up Guardians, whose role is to** impartially and objectively support all staff within our organisation to raise any concerns that they may have, the team **can be contacted on (01752) 433381 or via email at f2s.guardian@nhs.net**
- Pastoral and Spiritual Care Team available on (01752) 245255 (internal 55255) or by email at: derriford.chaplaincy@nhs.net.
- Trade Union members can contact: GMB (01752) 439274 (internal 39274); Unison (01752) 439276 (internal 39276); or RCN (Internal Bleep 81995).

I do hope this response has helped to bring your grievance/dispute appeal to a satisfactory conclusion.

Yours sincerely

Manager (Chair of Panel)
Job Title

cc Human Resources Representative
Trade Union Representative (if applicable)