

Appendix 1 – Formal Grievance Procedure

Stage 1

The employee should submit a formal written statement of grievance to the relevant Chief Officer 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, please follow the [Bullying and Harassment Reporting Process for Highland Council Employees](#).

A copy should also be sent to HR (HR@highland.gov.uk). If it is felt that submitting the grievance to the Chief Officer is not appropriate, it should be submitted to the relevant Assistant Chief Officer.

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, transparent and informal resolution.

If conciliation is unsuccessful in resolving the grievance, the Chief Officer will nominate an officer (Nominated Officer) to convene a **grievance hearing** within 15 working days of receipt of the grievance submission form (or otherwise by mutual agreement). 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 grievance hearing (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 to the relevant Assistance Chief Executive (ACE) using the [Grievance Appeal Form \(Appendix 4\)](#). This must be submitted within 10 working days of receipt of the Nominated Officer's outcome letter, clearly explaining the reason(s) for appeal.

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