

# Grievances and Appeals

You have a right of appeal against management decisions that affect you adversely. Disagreements, normally of a minor nature, will be dealt with under the procedure in Grievance and more serious disputes will normally be dealt with under appeal procedures dedicated to particular circumstances

## Grievance Procedure

- The aim of the grievance procedure is to settle the grievance fairly, quickly and as close as possible to the point of origin and to prevent disagreements developing into more serious disputes.
- If you have a grievance you should, where possible, seek to resolve it with the party who is the source of the grievance. This initial approach should be made informally but it can, if necessary, be followed up in writing. If it is not possible to resolve the grievance informally you can raise it formally in writing with your line manager who is at least one management level higher than the officer responsible for the decision or action which is the subject of the grievance. The officer considering the grievance should not have been party to the decision or action which is the source of the disagreement. You will be invited to a meeting to discuss your grievance and may be accompanied by a Trade Union representative or colleague if you wish. The officer hearing the grievance may adjourn the meeting for further investigation. You will be advised in writing of the officer's decision and also your right of appeal if you are not satisfied with it.
- If you are dissatisfied with the decision, your right of appeal is to the HR Shared Service Centre. A HR Professional Advisor will be appointed to hear your appeal and you will be given an opportunity to present your case orally. You may be accompanied by a Trade Union representative or colleague if you wish. The result of the appeal will be final and will be given to you in writing.
- At all stages the aim will be to deal with the grievance fairly and quickly.

## Appeal Procedures

Dedicated procedures exist for appeals against certain management decisions. These are listed below.

<b>Nature of Appeal</b>
Performance Appraisal: Failure of staff outwith the Senior Civil Service to reach agreement over the appraisal form. Assessment Board's decisions, including dismissal.
Conduct: Political Activity - Non approval for participation in political activities.
Conduct: Discipline - Disciplinary penalties, including dismissal.
Redundancy: Unfair selection for redundancy.
Non-provision of legal representation at public expense.

Dismissal: non-payment of compensation; early retirement.
Medical Retirement (including refusal)

### **Civil Service Appeal Board**

In certain circumstances you have the right of appeal to the Civil Service Appeal Board (CSAB). This is an independent body comprising 3 people sitting together; either the appointed Chairman or Deputy Chairman and 2 members, one from the Official Side Panel and one from the Trade Union Panel. The Board hears appeals against:

- refusal to allow participation in political activities;
- forfeiture of superannuation;
- non-payment of compensation to civil servants dismissed on inefficiency grounds; and
- dismissal and early retirement provided staff meet certain conditions.

You will be informed by the HR Shared Service Centre if you are eligible to appeal to the CSAB and if so, the procedures you should follow.

### **Enquiries about Appeals and Grievances**

If you have any enquiries about the grievance or appeals procedures you should contact the HR Shared Service Centre.