PRESCRIPTION PRICING AUTHORITY

GRIEVANCE

1. POLICY STATEMENT

1.1 All grievances will be resolved as quickly as possible and, wherever practicable, at the level at which they arise.

2. PRINCIPLES

2.1 Any employee who wishes to raise a grievance directly relating to their employment has the right to express that grievance. This procedure provides the machinery for resolving that grievance as speedily as possible. This procedure does not apply to collective disputes or grading issues.

2.2 An employee has the right to be accompanied by their trade union representative or colleague at every stage of this procedure.

2.4 The policy and procedure will be reviewed periodically by the Human Resources Department. Where review is necessary due to legislative change this will happen immediately.

2.5 In accordance with the Authority's Equal Opportunities policy, this procedure will not discriminate, either directly or indirectly, on the grounds of gender, race, colour, ethnic or national origin, sexual orientation, marital status, religious beliefs, age, union membership, disability, offending background or any other personal characteristic.

Any employee who wishes to express a grievance should first discuss this with his/her immediate line manager is they feel able to do so, to allow the opportunity for it to be resolved without recourse to the formal procedure.

At any stage of the process, a manager may seek the advice of their HR Adviser.

3. PROCEDURE

3.1 The employee must formally submit the grievance in writing to their Manager. If the employee feels unable to do this, they may submit the grievance in writing to a Manager outside his/her own work area.

3.2 The Manager must invite the employee to a formal meeting to allow the employee to discuss their grievance. This will be held within 5 working days of receipt of the grievance.

3.3 The grievance will be investigated and the employee informed of any decision in writing within a further 5 working days of the meeting. If it is not possible to do this because further investigation is required, the

employee will be informed within the 5 working days and will be given the reasons for the extension together with an estimation of how long the investigation will take.

3.4 The employee has the right to appeal against the outcome of the decision. This must be in writing and received within 5 working days of being informed of the decision. The appeal should be sent to the named HR Adviser for the Department or Division.

3.5 If the appeals procedure is invoked, the employee will be invited to an appeals meeting. The appeals meeting will be attended by the line manager of the manager who heard the heard the grievance. This meeting must be within 5 working days of the receipt of the application to appeal.

3.6 The employee must be informed of the outcome of the appeal in writing within 5 working days of the appeals meeting. There is no further right of appeal.

3.7 All reasonable steps should be taken to meet the timescales outlined. If this is not possible, the parties should keep each other informed and proceed unreasonable delay.

3.8 It is expected that an employee will take all reasonable steps to attend the grievance and appeal meetings.

3.9 All meetings will be conducted in such a way that enables both sides to put forward their cases.

3.10 Cases of alleged harassment or bullying should be dealt with under the Harassment at Work policy contained elsewhere within the HR Manual.