

**MERSEYSIDE WASTE DISPOSAL AUTHORITY**

**GRIEVANCE PROCEDURE**

**Principles**

1. It is accepted by the Authority that there will be occasions when employees have issues relating to working conditions or relationships. While it is hoped that in most cases these will be resolved through informal discussions, where the problem remains unresolved, the following formal procedure should be used.
2. This procedure applies to all employees of the Authority, including part-time and temporary workers.
3. This procedure will deal with all grievances with the exception of those issue which are dealt with via other procedures namely, grading, disciplinary and capability.
4. Employees may be accompanied by a fellow employee or a trade union representative at any stage of the procedure.
5. If an issue is referred to this procedure for resolution, both parties accept that it should be progressed as speedily as possible
6. The employee has the right to appeal against any decision taken during this procedure within seven days upon receipt of a written decision.

**Procedure**

**Stage 1** – Any employee who has a grievance (other than grading or their post) should raise it in writing in the first instance with his or her direct line manager. Where the grievance is against the line manager, it should be raised with a more Senior Manager. The manager will arrange a meeting to hear the grievance as soon as possible, and will notify the employee in writing of the result within five working days of the hearing.

**Stage 2** – If the matter is not resolved at Stage 1 the grievance will be referred to a more senior manager who will arrange a meeting as soon as possible to hear the grievance, and will notify the employee in writing of the result within five working days of the hearing.

**Stage 3** - If the matter still remains unresolved it will be referred to the Director, who will arrange a meeting as soon as possible to hear the grievance, and will notify the employee of the result in writing within ten days of the hearing. The grievance procedure where it relates to individual members of staff will end at this stage.

In some circumstances where the grievance affects the staff group as a whole and subject to mutual agreement between the parties, the matter may be considered through the National Conciliation machinery.