

MERSEYSIDE WASTE DISPOSAL AUTHORITY

GRIEVANCES

The following procedure will apply to employees when wishing to air a grievance. Matters arising, however, which would appropriately be dealt with under paragraph 80 (Appeals) of the National Scheme shall continue to be dealt with in the manner required by that paragraph.

1. Where an employee is aggrieved on any matter (other than the grading or his/her post) he/she should discuss the matter with his/her immediate supervisor.
2. The immediate supervisor should reply orally or in writing to the grievance as soon as possible and in any case within seven days.
3. If the complainant is dissatisfied with the reply he/she should report his/her grievance to his/her trade union representative who may then raise the matter with the Director (or other senior nominated officer). Where an employee is not in membership of a trade union, he/she should be allowed personally to make representations to the Director of Waste Disposal (or other senior nominated officer) and be accompanied by a colleague if he/she so wishes.
4. The Director or other senior nominated officer) should reply to the complaint as soon as possible, and in any case within seven days.
5. If the complaint is not satisfactorily resolved at this stage, the Authority will try and settle the matter, wherever practicable, through the Appeals machinery set up for that purpose.
6. Arrangements should be made for a meeting of the Appeal's Committee to be held within one month of the appeal being lodged unless agreed otherwise between the parties concerned.
7. The matter will end at employing Authority level except where it is agreed between the parties that an important issue of principle arises which should be considered through the National conciliation machinery.