



GRIEVANCE PROCEDURE

If you are aggrieved about any matter you should go through the following steps:

- a) Discuss the matter initially with your immediate section head or manager.
- b) Your section head or manager will reply orally to your grievance as soon as possible and, in any case, within seven days.
- c) If you are not satisfied with the reply you should report it in person or through your union representative to the Human Resources Manager.
- d) Your Business Unit Head or the Human Resources Manager will reply to your complaint as soon as possible and, in any case, within seven days.
- e) If your complaint is not satisfactorily resolved at this stage, your complaint will be referred to the Chief Executive, who will reply to your complaint as soon as possible and, in any case, within seven days.
- f) If you are still not satisfied that the complaint has been dealt with, you may appeal to the Council's Appeals Committee by writing to the Chief Executive, detailing your complaint and asking that an Appeals Committee be convened.