

Employee Resolution Procedure

Introduction

Note: All key points in this document relate to the 'Key Points - Employment Procedures' document available from the [Employee relations procedures page on the Bexley website](#).

Step 1 - Informal resolution

- Have all informal options been considered to resolve the issue.
- Can a Resolution Facilitator, an HR Advisor, work colleague and/or Trade Union representative help to resolve the issue (see key point 23)?
- If informal options cannot resolve the issue the Employee can decide to raise formally under Step 2.

Step 2 - Employee raises their concern(s)/complaint formally

- The concern(s)/complaint must be raised without unreasonable delay.
- A complaint older than 3 months will not be considered unless there are exceptional circumstances.
- The concern(s)/complaint should be summarised.
- A meeting should be arranged without unreasonable delay to discuss the concerns.
- Where allegations are being made against other individuals consider what support should be provided to all parties.
- Identify whether the Employee is a trade union representative.
- Check whether the Employee is a Member level appointment or if a referral to the Governing body should (contact the HR Service).

Step 3 - Invite Employee to a Resolution meeting and include

- 7 calendar days' notice.
- The opportunity to be accompanied by a work colleague or trade union representative (see key point 1).
- A request that any supporting documents are submitted at least 3 working days before the meeting.
- An opportunity for witnesses to be called (where relevant).
- If the companion is not available, reschedule if suggested (see key point 1).
- Consider whether separate meetings are necessary whether complaints have been made against other individuals.

Step 4 - Hear the concern

- Ask Employee to set out their concerns and any background information (see key point 12).

Decide whether to adjourn for further investigations and/or meetings with other individuals(see key point 7).

Reconvene if a decision is made to adjourn and agree a timescale for the reconvened meeting.

Step 5 - Consider the complaint and decide the outcome

Has a reasonable investigation been carried out and are there any gaps (see key point 7)?

Will the actions taken to resolve the concern have an impact on other individuals, who may also feel aggrieved?

Does the complaint highlight any issues concerning policies, procedures or conduct? If so, address as soon as possible (contact the HR Service).

What method of monitoring and reviewing the outcome will be required.

Who else needs to be notified of the outcome and how will this be communicated.

Are there any overlapping issues e.g., have any other procedures been triggered (see key point 9).

Could a Resolution Facilitator or any other informal option help to broker a positive outcome (see key point 23).

Is further advice required e.g., advice from Occupational Health (see key point 3).

Step 6 - Decide the outcome and Notify the Employee

Notify the Employee formally of the outcome without unreasonable delay, providing the right of appeal.

Record the outcome.

Set out timescales to monitor the outcome to ensure all actions are complete and/or sustained.

Step 6(a) - Employee Appeals

Employee sets out their reasons for appeal.

The Employee is invited to an appeal hearing with the right to representation.

Step 6(b) - Hear the Appeal

Hear the appeal without unreasonable delay and decide the outcome (see key point 17).

Notify the Employee of the outcome without unreasonable delay, advising that there is no further right of appeal.

Record the outcome.