

## Equality and Human Rights Impact Assessment (EqHRIA) Summary of Results

<b>Policy / Practice</b>	<b>Grievance</b>
<b>Owning Department</b>	<b>People and Development</b>
<b>Date EqHRIA Completed</b>	03/10/17

<b>Purpose of Policy / Practice</b>	The purpose of this SOP is to provide guidance for individuals on how to raise a grievance complaint either informally or formally with their line manager with the intention of resolving the issue before it develops further.
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**A. Summary of Analysis / Decisions - What the assessment found and actions already taken.**

Lack of available historical information to allow detailed analysis – People Management will continue to collate information on grievances submitted in a uniform format (ongoing). This will allow accurate reports to be produced on a quarterly or annual basis.

Lack of a formal process for collating and analysing previous Employment Tribunal outcomes and learning – People Management will share any learning points and recommendations from Employment Tribunals with colleagues in People and Development (ad hoc).

Requirement for disability related adjustments - The Equality Act 2010 places an obligation on the organisation to provide reasonable adjustments in order to remove barriers preventing equitable participation throughout the grievance process (ongoing). Line Manager’s Guidance document amended to consider the provision of an interpreter or facilitator if there are understanding or language difficulties and any reasonable adjustments to accommodate the needs of a person with disabilities or any other requirements (amended by HR Policy - December 2017).

Requirement for flexibility in terms of time and location of grievance hearings – Line Managers Guidance document makes reference to consideration of any reasonable adjustments to accommodate the needs of a person with disabilities or any other requirements (Guidance document and invite letter amended by HR Policy - December 2017).

Full consultation and engagement was undertaken with all the statutory and diversity staff associations and trade unions and consideration given to any feedback provided (September 2017).

**B. Summary of Mitigation Actions - What else we plan to do and how we are going to check that it has been done.**

Unconscious Bias – As Unconscious Bias can influence many of the P&D processes it may be more appropriate to raise awareness through the manager's induction training. Equality and Diversity Team will explore the possibility of ensuring Unconscious Bias is addressed in the training for line managers which would provide a more corporate level solution across subject areas.

Records pertaining to grievances submitted will be maintained by People Management on an ongoing basis. Information from across entire organisation will be collated and a report produced on a monthly and annual basis.

This will include the following information:

- Identification of individual raising the grievance
- Reason grievance was raised (Discussion around the grievance categorisation ongoing)
- Outcome of Grievance
- Stage of the process at which the grievance was resolved/concluded
- Was mediation used and if so, at what stage?
- Length of time taken to resolve/conclude the grievance
- Reason grievance was not dealt with in a reasonable timeframe (if applicable)

People Management will conduct a post-implementation monitoring exercise by asking HR Advisers across the organisation to highlight any immediate issues around application of the revised Grievance SOP. This will take place 12 months post implementation (June 2019) in order to allow early identification of issues and remedial action to be put in place.