



DISPUTE RESOLUTION

Executive Summary

Harmonious working relations are key to both a happy and efficient working environment and to the delivery of excellent service in all that we seek to achieve.

At West Midlands Police (WMP), we believe that everyone has the right to be treated in accordance with our values:

- Service – we put people first
- Integrity – we always do the right thing
- Compassion – we see the person needing help
- Professionalism – we lead by good example
- Equality, Diversity and Human Rights – we treat everyone fairly

We are committed to creating and maintaining a work environment where we all act with integrity and show respect to each other as set out within the [Standards of Professional Behaviour](#) (Police Staff) and [Code of Ethics](#) (Police Officers).

We want you to feel able and willing to raise grievances about work related matters or any form of workplace bullying, harassment, discrimination, victimisation or intimidation, that you feel are affecting you.

This dispute resolution process is designed to support you with concerns, problems or complaints that you wish to raise in order to seek some form of resolution. We assure you that we will take the matters raised seriously and deal with them in a timely and supportive way.

This policy seeks to:

- Ensure you can raise grievances at work and feel confident that you have the opportunity to have your voice heard and feel that you are genuinely being listened to.
- Support you in resolving your grievances wherever possible, ensuring that the whole system and process is geared towards early resolution and utilised to ensure that lessons are learned, rather than used as a procedure to establish blame
- Ensure you (if you are a supervisor or manager) are fully supported by the organisation in discharging your responsibilities relating to performance management.
- Ensure that a whole system approach is consistently adopted where any individual seeks to utilise these processes with any mal intent or lack of integrity.
- Ensure that proportionate, focussed and expeditious fact finding occurs to establish answers for you. (Rather than a final product which often resembles a criminal investigation)
- Ensure that you are updated promptly and that any difficult feedback to any individual including someone who makes a grievance is given promptly and sensitively.
- Assure you that grievances are dealt with fairly, consistently, transparently and objectively, in a timely manner for all affected and you are treated with dignity and respect
- Explain the process we will follow when you raise a grievance, including allegations of bullying, harassment or victimisation, to enable your issues to be looked into and addressed as appropriate.
- Define bullying, harassment, discrimination and victimisation (see [procedural document](#))
- Reinforce our zero-tolerance position on bullying, harassment, discrimination and victimisation
- Provide you with sources of further support relevant to the grievance raised.

Authorised Professional Practice (APP):

- This policy has been checked against APP and there is none in relation to the subject matter of this policy.

Policy Statements:

- This policy applies to all WMP Officers, Special Constables and Police Staff, regardless of rank or seniority.
- The policy does not apply to agency workers, consultants, contractors, volunteers, police cadets or casual workers.
- We will however consider any matters raised around bullying, harassment or victimisation in relation to;
 - Volunteers, Police Cadets, student placements, work experience
 - All contractors, consultants, agency staff and anyone else who is working with our Force in any capacity.As appropriate to the circumstances but not via the Grievance Policy.
- A complaint of bullying, harassment or victimisation made by a member of the public must be referred to Professional Standards Department (PSD).
- Public interest disclosure, must be raised through the Force [Whistleblowing Policy](#).
- The Dispute Resolution Policy must not be used for:
 - Addressing concerns where a specific policy or procedure is in place for example, Performance or Disciplinary or to appeal a decision provided under any other policy or procedure.
 - Matters which may affect you which are outside the control of the Force e.g. a change in law which affects your working arrangements, income tax, national insurance etc.
 - Issues arising from dissatisfaction with how a police investigation has been dealt with and/or any treatment received as a member of public/in custody
- Grievances are concerns, problems or complaints that you may raise with us during the course of your employment and may refer to:
 - Terms and conditions of employment
 - Health and safety
 - Work relations
 - New working practices
 - Organisational change (excluding matters subject to collective consultation)
 - Equal opportunities
 - Discrimination (as defined within the Equality Act 2010)
 - Bullying, harassment or victimisation (as defined in the [procedural guidance document](#))
- The specific provisions of this policy are not contractual, unless expressly stated, and can be amended from time to time.

GRIEVANCE

- In order for grievances to be resolved at an early stage, you must raise them promptly, within 3 calendar months of the matter happening. In exceptional circumstances the 3 calendar month time scale may be extended. This will be considered at initial assessment or stakeholder triage as appropriate.
- Where an investigation is required, this will be reasonable and proportionate and commenced at the earliest opportunity to allow for a swift resolution.
- The primary focus will be on recent events (within 3 calendar months of raising the grievance) unless exceptional circumstances, such as a series of linked behaviours, require a wider scope.
- Informally grievances may be raised verbally or in writing, however to be dealt with formally under this procedure, we request wherever possible, that you use the [Dispute Resolution Form](#) which must be fully completed.
- Using the form will enable us to understand all of the circumstances from the outset.
- If you are unable to use the form, please make it clear, either yourself or through the person supporting you in raising your grievance, that you are submitting a grievance, ideally by email to **s31(1)(a)**.
- If you need any support or advice this is available from;
 - Your line manager;
 - Human Resources;
 - Your Trade Union;
 - Police Federation/Superintendents Association; or
 - Other Staff Networks

DUTY OF CARE

- We have a duty to protect all our officers, staff, workers and volunteers.
- If you raise a grievance about bullying, harassment, discrimination or victimisation, whether informally or formally and then change your mind, we may feel that it is our responsibility to investigate the matter anyway.

We will always talk to you first and ensure your concerns are taken into consideration before deciding whether to proceed with the investigation

YOUR RIGHT TO BE ACCOMPANIED

- It is important that you feel supported and at ease throughout the process.

- You have the right to be accompanied at any meetings arranged during the fact-finding process and within the formal grievance procedure, by a single companion (referred to as representative throughout) who is either a:
 - work colleague,
 - trade union official
 - certified trade union representative
 - Police Federation/Superintendents Association Representative
- Please note that it is your responsibility to secure the agreement of any fellow work colleague to attend.
- Whilst the informal stage of this policy does not formally attract the right to be accompanied, we recognise that in some circumstances, you may wish to be accompanied during the informal stages and therefore this will be supported.
- Your representative is there to offer you support throughout the process,
- Your representative **cannot** answer questions on your behalf or address the Formal Meeting if you do not want them to. However, they can:
 - explain the key points of your grievance
 - ask questions
 - confer with you during the formal meeting
 - sum up your case.
 - request an adjournment.

WHEN YOU OR YOUR REPRESENTATIVE CANNOT ATTEND A FORMAL MEETING OR APPEAL

- You should make every effort to attend any meeting (including any Appeal Hearing).
- If you or your representative is unable to attend and can provide a sufficiently valid reason for non-attendance (e.g. illness), we will reschedule for a suitable alternative date.
- If you request an alternative date, it must not be unduly delayed and should generally be within 5 working days of the original scheduled date.
- If your representative is still not available, you can choose to bring an alternative representative or attend without one.
- If you fail to attend on the rearranged date, we reserve the right to proceed with the information available to us, in your absence.
- In making this determination we will assess whether you have had sufficient opportunity to attend formal meetings and/or appeal hearing and will consider the reasons submitted.

REASONABLE ADJUSTMENTS RELATED TO A DISABILITY

- We will consider any reasonable adjustments required to support you engaging in the Dispute Resolution Process.

- You should specify, at the earliest opportunity, what reasonable adjustments would be helpful so that we can work with you to make the most appropriate arrangements. This information can be included as appropriate in the Dispute Resolution Form.

DISPUTE RESOLUTION PROCEDURE

- The Dispute Resolution Procedure sets out our responsibilities in order to ensure that a fair procedure is followed.

Please note that grievances will be considered in a timely manner, with the aim wherever possible to conclude the process within 3 months of the initial assessment. There may however be occasions where this is not practicable. Where there are unavoidable delays, steps will be taken to keep you and any subjects of your grievance, updated on the progress of the procedure.

- All stages of the procedure will be dealt with within a reasonable timescale, unless there are special circumstances justifying a longer timescale e.g. ongoing internal, external or criminal investigations. You will be advised and kept updated where this is the case.

LEAVING WMP DURING A DISPUTE RESOLUTION PROCESS

- If you have raised a grievance and subsequently leave WMP prior to the conclusion of the process, we will consider the most appropriate route to resolution and we reserve the right to follow an abridged version of this process to resolve your concerns and/or to benefit organisational learning.

INFORMAL RESOLUTION

- Wherever possible, issues of grievance should be resolved in an informal and respectful manner. This ensures that issues do not grow out of proportion and damage professional and personal relationships.
- This means that individuals and managers must take responsibility, where possible, when they realise that such situations have or are about to develop.
- You are therefore encouraged to attempt to resolve any grievances informally, with your manager's support, as soon as they arise.
- If you perceive you are being harassed, bullied, discriminated against or victimised at work, we encourage you, if possible and safe to do, to raise this informally with the other person in the first instance.
- The other person may not realise the detrimental effect of their behaviour and an informal discussion may be sufficient for the unwanted conduct to stop.
- You should explain clearly to the person engaging in the unwanted conduct, that the behaviour in question:
 - Is not welcome;
 - Offends you or makes you uncomfortable;
 - Interferes with your work; and that you want the behaviour to stop.
- We recognise that this may be difficult and, in these circumstances, you may wish to approach the person with the help of someone else. This could be a work colleague, your manager or your trade union/Police Federation/Superintendents Association representative.



- If the incident concerns a third party, you may wish to ask your manager to intervene for you on an informal basis.
- You and your manager should seek and expect most grievances to be resolved satisfactorily at this stage.
- If you do not feel able to approach your manager, you should liaise with their manager or someone else such as your local HR Advisor, who can help you to consider how to deal with the matter appropriately.
- The appropriate manager should keep a note of any informal meeting, covering the general points which can be shared with you on request.
- It is a requirement that, in all but exceptional circumstances before a formal grievance is submitted, you have attempted to resolve the situation informally. Attempts at informal resolution must be detailed on the dispute resolution form.
- Where grievances are submitted via the Dispute Resolution Form but have not been explored informally, in most cases, these will be returned to you for informal resolution with support and guidance provided as appropriate.
- We expect everyone involved in any informal discussion to act responsibly and respectfully towards each other.

FACILITATED CONVERSATIONS & MEDIATION

- As a means of resolving grievances informally, the option of a Facilitated Conversation is an excellent means of assisting individuals and line managers/managers.
- It can enable them to:
 - engage in a dialogue,
 - express respective points of view,
 - address issues of conflict, or
 - help repair damaged relationships.
- A facilitated conversation can be entered into at any stage of the process.

FACILITATED CONVERSATIONS/MEDIATION

Facilitated conversations are a voluntary process and uses an objective, non-judgemental and impartial facilitator from within the Force to assist individuals to air their concerns, discuss common ground particularly over differences of opinion and move towards a resolution. It aims to assist relevant parties understand their own expectations, be open to communication with each other and be respectful. It is a practical and informal way of agreeing a resolution which is future focused and will often result in a verbal commitment by both parties where opportunities for learning will be identified.

Mediation follows a similar process but it is a more formal approach where the circumstances are not appropriate for a facilitated conversation. The aims are the same, with a focus on working together moving forward rather than determining who was right or wrong in the past, however a written contract may be drawn up and approved by all parties involved.



EMPLOYEE ASSISTANCE PROGRAMME (EAP)

- The Employee Assistance Programme (EAP) scheme offers completely confidential independent support which may assist you in considering what you would be best for you and your working relationships.
- Further information on the EAP scheme can be found via My Service Portal at the below link:
[Employee Assistance Programme](#)
- Or can be accessed directly from their website:
[VIVUP](#)
- You may also contact EAP on their helpline which is available using text / call 24/7, 365 days of the year for support and guidance: **s43(2)**.

FORMAL PROCEDURE

- If you have tried but have not been able to resolve your grievance informally or where informal resolution is not possible due to the seriousness of your complaint, you can raise a formal grievance.
- This must be done without unreasonable delay and in any event within **3 calendar months** of the matter complained of unless there are extenuating circumstances preventing you from doing this.

SUBMITTING A GRIEVANCE IN WRITING

- Wherever possible you should put your grievance in writing, to ensure that we are able to respond appropriately.
- To do this you must complete the [Dispute Resolution Form](#) and send it to your manager with a copy to the HR Advisory Team (or their immediate manager and/or HR Advisory Team if the grievance relates to your manager).
- Your form must be clear, concise, cover only the relevant facts and include:
 - The nature of your grievance including dates of incidents as appropriate
 - How you have sought to resolve this informally to date
 - The reasonable outcome you are looking for e.g. a change of process
 - All relevant supporting information/evidence
- If you have difficulty in clearly stating your grievance or completing the form, you can seek help from your Trade Union, Police Federation or Superintendents Association representative, from staff networks e.g. BAPA, a work colleague or the HR Advisory team.
- If you are unable to complete the form as a result of a disability, you should contact **s31(1)(a)** to advise a grievance is being raised and an HR Advisor will assist you accordingly.

If your grievance relates to matters already explored via this process, or matters that are materially the same, these will not be re-considered as a new grievance in line with this process.

FACT FINDING

- On receipt, your dispute resolution form will be reviewed and subject to an initial assessment by an HR Service Lead. This will be undertaken without undue delay and usually within 5 working days.
- Where informal resolution has not been attempted and there is no obvious reason or explanation for this, your grievance form may be returned to you with a request for you to engage in informal resolution.
- Equally, where informal resolution has not succeeded but it is felt there are further options for local resolution, the matters outlined within your written grievance may be sent back to your department/SLT in the first instance.
- Support and guidance are available to you and your line management from your local Human Resources Advisor (HRA).
- In such situations, a rationale will be logged within HR, justifying the course of action taken and you will be notified of this.
- By exception, particularly complex grievances pertaining to alleged bullying, harassment, victimisation or discrimination may be subject to a stakeholder triage process, involving representatives from HR, PSD and D & I, to determine the most appropriate route for investigation and resolution.
- This triage process involves an assessment of the case as outlined in the grievance form. The outcome and rationale will be logged justifying the course of action taken and you will be notified of this.
- If there are any matters potentially related to conduct, interventions will be made as necessary. The outcome of the process will be shared with you.
- Where local resolution has been attempted and exhausted, or has been deemed unsuitable in the circumstances, your grievance will be allocated to an HRA or a SLT appointed Manager to conduct a reasonable and proportionate fact-find. You will be advised of who has been allocated to your grievance by email.
- In most cases the fact-finding process will commence within 14 calendar days of your grievance being allocated for investigation, or within 14 calendar days of you receiving an outcome from the triage process where applicable.
- The allocated HRA/Manager may invite you to an initial meeting to clarify the key areas of grievance and the scope and timescale for the fact-find.
- Where you are unable to meet with the HRA/Manager e.g. due to sickness absence, the fact-finding exercise will begin in your absence based on your written grievance submission to avoid undue delay and memories fading and you will be informed accordingly. Where we deem appropriate we may seek alternative means to facilitate your participation in the fact-finding process.
- We aim to progress all grievances in as timely a manner as possible and so we will not generally place grievances 'on hold'. In the absence of exceptional circumstances, where you persistently fail to engage with the process of trying to resolve your grievance, to be fair and considerate to all parties, your grievance may be closed.
- There is an expectation that you will provide all relevant documentation, witness names and any other relevant information or evidence from the outset, in order to facilitate the fact-finding process.

- The fact-find will be conducted in line with the key concerns identified in your grievance form/at the initial meeting and will be proportionate, reasonable, and as timely as possible, recognising that this is a learning process.
- After an initial review of the issues raised we may consider the implementation of supportive interim adjustments to your working arrangements and/or those of others affected by the grievance.
- These adjustments may continue until the outcome of the process has been reached.
- Such adjustments are not a pre-judgement of the issues raised.
- Adjustments are intended to support all involved ensuring that what may be a sensitive or tense situation is not exacerbated during the process.

SUBJECTS & WITNESSES

- Where you are the subject of a grievance, you will be contacted by an HRA/Manager at the outset of the fact finding to advise you that you are the subject of a grievance and to share a summary of the concerns raised. There may then be some delay before you are contacted further, during this time you should bear in mind that the grievance process is a learning process and is not about attributing blame.
- Subjects and witnesses will be provided with written information about the process and also advised about the welfare support available to them, at the first point of contact with the HRA/Manager investigating the grievance.
- Where you are asked to engage with a grievance fact-find either as a witness or as a subject, there is an expectation that you will participate in the process and will respond to any questions asked honestly and transparently.
- Unreasonable refusal or failure to engage with a grievance resolution fact-find may be considered to be misconduct and referred to the Professional Standards Department.

FACT FINDING OUTCOMES

- The nature of bullying, harassment, discrimination and victimisation can differ e.g. it can range from ill-judged teasing to a blatant disregard for the dignity of others.
- If the outcome of the fact-finding is that there has been bullying, harassment, discrimination and/or victimisation there will be an assessment by the local Standards Manager as to the most appropriate response.
- Responses may include a referral to the Professional Standards Department for consideration of a conduct assessment by the Conduct Appropriate Authority.
- Referrals may then be progressed via the Force's [Disciplinary Policy](#) (Police Staff) or the [Police \(Conduct\) or Police Complaint and Misconduct Regulations 2020](#) for Police Officers as appropriate to the specific circumstances.
- In most other cases, the HRA/Manager will as an outcome of the fact-find provide a written outcome report including recommendations as to how your grievance can be resolved and how similar situations may be prevented in future. You will be offered an opportunity to meet to discuss the content of the report.

- If the outcome of the fact-find is that your grievance cannot be substantiated, we will explain the reason for this decision.
- We will still look to support you and the other person/s in addressing your relationship at work and options to explore include mediation or counselling.
- We also recognise that in some circumstances it may not be appropriate for you to continue working in close proximity with the other persons involved. We will, in line with operational need, explore all options with you and those involved.

FORMAL MEETINGS AND APPEALS

ROLES AND RESPONSIBILITIES

- Formal Meetings will be chaired by a manager who has not been previously involved in your grievance.
- In the case of an appeal, these will be chaired by a more senior manager who has not been previously involved in the decision being appealed or any prior investigation.
- In exceptional cases this may not be possible and you and your representative (if appropriate) will be advised of the situation.
- All formal meetings and appeals will also be attended by an HR Practitioner who will support the manager chairing the process.
- HR will provide guidance on procedure and ensure a fair process is followed.
- If issues of discrimination are involved, the Chair may choose to appoint a representative to sit on the Formal Meeting or Appeal Panel in the capacity of a *Professional Advisor: Diversity and Inclusion*. The individual must not have been involved at any stages previously.
- Formal Meetings and Appeals will either be recorded or a note taker will be present to capture the key points of the discussions.

FORMAL GRIEVANCE MEETING

- If, following the fact-finding process, you feel your grievance remains unresolved, we will arrange a Formal Grievance Meeting for your concerns to be formally heard.
- In most cases, we will aim to hold a Formal Grievance Meeting within 21 calendar days of the conclusion of our fact-find and/or once confirmation is received that you wish to proceed to a formal meeting; whichever is relevant.
- In all cases, we will ensure you have at least 7 calendar days' notice to attend the Formal Grievance Meeting.

- We will provide you with a copy of the Grievance Report/documents we will be considering prior to the Formal Meeting, unless in exceptional circumstances there is a valid reason not to do so.
- We recognise that there may be occasions where a witness wishes to remain anonymous and redactions may apply. In such situations, and only where we are satisfied with the motives of the individual wishing to remain unnamed, we will anonymise the respective witness information.
- **Remember** you have the right to be accompanied at the Formal Meeting. You and any representative must make every effort to attend.
- At the Formal Meeting, you will have the opportunity to explain and fully discuss the nature of your grievance and how you think it should be resolved.
- The Formal Meeting is not an opportunity to raise new information or concerns, that have arisen after the original grievance was raised and any proposed resolution should focus on learning.
- The Formal Grievance Meeting may be adjourned if the Chair identifies any further investigation required to establish all the facts of your complaint.
- Once your full case has been heard, the Chair will adjourn the meeting to review and consider your grievance, supported by HR.
- Once a decision is reached you will be notified of the outcome of your grievance and what, if any, resolution is proposed.
- We will aim to confirm the outcome to you verbally within 7 calendar days and in writing within 14 calendar days.
- If more time is required to consider the outcome, you will be informed of the revised timescale in a timely manner.
- Where your grievances are not upheld we will advise you in writing of your right to appeal against the decision.

GRIEVANCE APPEALS

- The appeal process is not a re-hearing of the original Grievance and an appeal should be limited to circumstances where:
 - The finding or outcome imposed was unreasonable;
 - Evidence that could not reasonably have been considered at the original meeting, which could have materially affected the finding or decision on outcome has come to light; or
 - A breach of policy/process, or unfairness which could have materially affected the finding or decision on the outcome.
- Your notice of appeal must clearly set out the grounds of your appeal and provide any new evidence that has come to light since the original decision was provided.

- You must notify if you intend to appeal within **7 calendar days of receiving the written decision**. You must clearly explain the 'grounds for your appeal', in writing, and send it to the Head of Employee Relations and Wellbeing by emailing the HR inbox at [s31\(1\)\(a\)](#).
- If you wish to present new evidence, this should be identified in your letter of appeal.
- Following receipt of your appeal, we will invite you to a meeting to hear your appeal, without unreasonable delay giving a minimum of 10 calendar days' notice.
- If you wish to submit a full statement of case, provide additional supporting information, call witnesses etc, this must be submitted as soon as possible and in advance of your Appeal Meeting and by no later than 7 calendar days before your Appeal Meeting.
- At the Appeal Meeting, we will consider the grounds notified by you for your appeal, including any new evidence you have provided, where relevant.
- We will then adjourn the Appeal Meeting to consider your case and decide whether to change or uphold the original decision.
- Once we have reached a decision, we will notify you of the outcome and subsequently aim to confirm this to you verbally within 7 calendar days and in writing within 14 calendar days or such reasonable time as is appropriate.
- If more time is required you will be informed of the revised timescale and wherever possible this extended timeline will be agreed with you.
- The Appeal Meeting decision is final and you have no further right of appeal.

CONFIDENTIALITY & RECORD KEEPING

CONFIDENTIALITY

- Throughout any dispute resolution process confidentiality must be maintained and respected by all parties. Only those who need to know about the grievance should be informed.
- Whether you are, the concerned party, alleged to have bullied or harassed, or are a witness or support to someone else's concern, you have a duty to maintain confidentiality in relation to that case.
- If you fail to maintain confidentiality, we will treat this very seriously and may consider referring the matter to the PSD Conduct Appropriate Authority for consideration of a conduct assessment.
- Appropriate action could be taken under the [Police Staff Disciplinary Procedure](#) or [Police \(Conduct\) or Police Complaint or Conduct Regulations 2020](#).
- However, if there are circumstances where we feel that the safety of an individual or individuals is at risk, confidentiality will be overridden by our duty of care and any legal obligations to disclose information.
- A manager faced with this consideration will first discuss it with Employee Relations team.

- Once the outcome of any grievance has been agreed, relevant information will be shared with your SLT to enable the recommendations to be actioned.
- Information on themes/patterns of behaviour may also be shared with the relevant SLT to enable embedding of learning and/or implementation of changes. Individuals and cases will not be identified by name or other personal details for the purposes of this wider feedback.

RECORD KEEPING & MONITORING

- We will keep written records detailing your grievance, including any appeal information.
- The records will be treated as confidential and kept in accordance with relevant legal requirements.
- All grievance outcomes will be recorded centrally within HR.
- Quarterly monitoring reports will be prepared to ensure that the policy is being applied fairly and consistently across the workforce.
- Your individual grievance and any related details and/or personal data will remain confidential.

DISPUTE RESOLUTION PROCESS ABUSE

- Providing you have acted in good faith, we will take appropriate action to deal with any alleged victimisation.
- However, if you make a complaint which you know to be untrue or give evidence which you know to be untrue, this will not be a protected act for the purpose of the Equality Act 2010.
- Malicious complaints of bullying and/or harassment undermine confidence in the system and can have a serious and detrimental effect upon a colleague and the workplace generally.
- If you raise a grievance in direct retaliation to a grievance being raised against you, or you being asked to account for or improve your performance, this may be considered an abuse of the dispute resolution process. We will update your SLT accordingly.
- Any abuse of the Dispute Resolution Process by making deliberately untrue, malicious, retaliatory or vexatious complaints/allegations or any unwarranted allegation of bullying and/or harassment made in bad faith will be referred into the PSD Conduct Appropriate Authority for a conduct assessment.
- Appropriate action could be taken under the Police Staff Disciplinary Procedure or Police (Conduct) or Police (Complaint or Conduct) Regulations 2020.

CONCERNS RAISED POST EMPLOYMENT

- There is no right to raise a grievance post-employment and therefore this process will not apply in these circumstances.
- Any Post employment concerns received within 14 calendar days of your last working day will always be reviewed for any organisational learning where deemed appropriate and necessary.

OVERLAPPING GRIEVANCE AND DISCIPLINARY/MISCONDUCT OR PERFORMANCE

- If you raise a grievance whilst the Professional Standards Department are investigating a disciplinary/misconduct matter against you, the expectation is that in all but exceptional cases, the conduct process will continue.
- If the subject of your grievance is not linked to matters involved in the misconduct investigation, this will be considered as usual in line with the dispute resolution process.
- Whilst disciplinary/misconduct procedures are separate from the grievance procedures, there may be instances where matters of misconduct are identified during the grievance process and in such cases a referral to the local Standards Manager or Professional Standards Department will be made as appropriate.
- In the circumstances mentioned above cases will be regularly reviewed and you will be kept informed of the progress as appropriate.
- If you raise a grievance when subject to a performance management process, the expectation is that in all but exceptional cases, the performance management process will continue.

SUPPORT AND ASSISTANCE

- We encourage you to discuss any concerns or complaints that you have with regard to your employment with WMP with your manager or a trusted colleague or a member of the HR or Professional Standards Departments.
- If you are facing discriminatory behaviours and/or actions, you may also want to talk to our [Diversity and Inclusion Team](#) and/or a member of one of our [Staff Associations](#).
- You can also liaise with your Police Federation, Trade Union representative or Staff Association.
- If a complaint has been made about you as part of the grievance process we understand that this in turn can be a cause of worry and grievance and you can also call upon the support of those mentioned above.
- You can also contact the independent Employee Assistance Programme (EAP), in the strictest confidence. Further information on the EAP scheme can be found via:
 - [MyService Portal](#)
 - [VIVUP Website](#) or via their helpline available using text / call 24/7 and 365 days of the year – s43(2)
- www.nationalbullyinghelpline.co.uk/employees
- www.equalityhumanrights.com

USEFUL CONTACTS

- [Force Chaplaincy Service](#)
- [Occupational Health Team and Employee Assistance Programme](#) (EAP Helpline number s43(2))



- Trade Union Representative ([UNISON](#) or [UNITE](#))
- [Police Federation Representative](#)
- [Staff Associations](#)
- www.bullyonline.org
- www.workplacebullying.co.uk
- www.bullying.co.uk

Definitions/Acronyms:

PSD – Professional Standards Department

WMP – West Midlands Police

EAP – Employee Assistance Programme

HR – Human Resources

Procedural Guidance Documents List:

Understanding Bullying, Harassment and Victimisation

Publication Instructions:

Redacted version only – suitable for publication to public

Policy Ref: POD/37

Version: 1.0

Date: 12.01.24

Review Date: 12.01.26

Policy Author: [REDACTED] / [REDACTED]

Department Responsible: People & Wellbeing

Business Area Owner: Employee Relations

Any enquiries in relation to this policy should be made directly with the policy author shown above.

Force Executive Approval:

s40(2)

Peter Gillett

12.01.24

Monitoring and Review

Version	Date Reviewed	No change / Minor Changes / Major Changes (detail)	Amended / Agreed by	New review date