

Appendix 1 - Joint Review of Harassment & Grievance Complaints 2008

Review Panel

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Scope of Review

A sample of formal harassment and grievance cases that arise and are completed during the period 1/1/08 – 30/6/08 will be reviewed. (Formal cases – raised through procedures and not informally).

The sample size will be 15 harassment cases and 10 grievance cases (the sample size is based on the number of reported cases in 2007/8).

Where available equalities data on cases should be noted as part of the monitoring activity of this group and any identified issues relating to equality identified.

Note: Access to information on cases in schools will be limited to those SPS is directly involved in supporting.

Terms of Reference of Review

- Establish the background to each complaint to identify triggers where possible.
- Review the duration of cases from initial complaint to final outcome, identifying the cause and impact of any delays
- Note the extent of involvement of trades unions or workplace colleagues in the process.
- Assess approach to harassment investigations – who investigations, the methodology and the way the outcome of the investigation is presented in writing.
- Note the number of harassment allegations that result in a formal hearing under the disciplinary process and the outcomes from the sample
- Note action taken to support the 'harassed' employee and the 'harasser' during and following an allegation/complaint.
- Note number of appeals against the outcome of a harassment investigation, the basis of those appeals and the outcomes.
- For grievances – note how far through the stages of grievance the case goes and management action, if any, that results from grievance hearings, at each stage.
- Monitor the use of mediation.

Methodology

- Cases identified by Business Support Teams and Schools Personnel Service based on those that arise during the review period (i.e., the distribution across Directorates will be random)
- Corporate ER to collect and share information with Review Panel
- Background and documentation review meetings at 2, 4 and 6 months
- Report produced of findings of the review with recommendations where identified for HR Policy Group and CCF.