

Grievance policy

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Key messages

If you have a problem (grievance) at work, we would encourage you to raise it informally in the first instance. This policy in conjunction with the [ICO Dispute Resolution Procedure](#) provides an informal and formal way to raise a problem or complaint.

The aim of this policy is to provide:

- a mechanism for grievances to be dealt with without unreasonable delay, fairly and consistently;
- a mechanism for complaints to be properly investigated and addressed; and
- guidance to staff and people managers about how to raise and address grievances informally and formally.

Does this policy relate to me?

This policy applies to all employees, agency staff, secondees, contractors, non-executives and other workers of The Information Commissioner's Office (ICO). Every member of staff is expected to familiarise themselves with this policy.



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1. Introduction

- 1.1 Grievances are concerns, problems or complaints that may arise during the course of your employment. Issues that cause grievances may include health and safety, work relations, bullying and harassment, work environment, discrimination, or unfair treatment.
- 1.2 You can use this policy, either on your own or with colleagues, to address grievances/disputes arising in the course of your employment within the ICO.
- 1.3 In cases of harassment or bullying reference should be made to the ICO Dignity at Work Policy. If a formal complaint is made, then the complaint will be handled under the ICO Dispute Resolution Procedure. A member of the People and Strategy Team will be involved in all stages of the formal procedure.
- 1.4 Concerns raised about malpractice or maladministration should be raised under the ICO Whistleblowing policy.
- 1.5 Senior leaders and trade unions are jointly committed to resolving differences quickly and fairly, and as soon as possible after they arise. The formal procedure will only be applied when a grievance or dispute cannot be resolved informally through discussion or mediation with those involved.
- 1.6 If your grievance is proven to be malicious or vexatious, you will be subject to disciplinary action and formal action may be taken against you in line with the ICO's Disciplinary procedure.
- 1.7 If reasonable adjustments are required at any stage of the Grievance you should discuss this situation with your people manager, trade union representative, or the People and Strategy Team.

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2. Raising a grievance

- 2.1 If you want to raise a grievance, you should first raise the matter informally with your people manager in accordance with the informal process of the ICO Dispute Resolution Framework. In cases where a people manager is the subject of the grievance, individuals should raise their concerns with a senior leader within their department.
- 2.2 If more than one person or a group of you have a grievance, you can raise this collectively. You will be asked to nominate two people from the group to represent you in discussions with your immediate people manager (this is in addition to your trade union representative, if appropriate).
- 2.3 If trade union representatives want to raise a grievance that relates to the interpretation or application of policies and procedures within the ICO, they should first discuss the matter with the appropriate manager or a member of the People & Strategy Team with a view to resolving any differences as soon as possible after they arise.
- 2.4 If you are not satisfied with your people managers response to your grievance/dispute, you should refer to the formal stages of the ICO Dispute Resolution Framework.

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Version history

Version	Changes made	Date	Made by
1.0		November 2006	Human Resources
2.0	Full policy review	March 2020	Human Resources
2.1	Further policy review	May 2021	TU's, EDI Networks



3.0	Updated following the implementation of the ICO Dispute Resolution Framework	January 2023	HR Operations
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