



Meeting	Full Council
Date	28 September 2022
Report Title	Change of function - Decoupling of Grievance and Complaints Panel
Author	Heather Rae, Head of Democratic Services

1.0 PURPOSE OF REPORT

1.1 To consider changing the function of a panel of the Human Resources Committee (HR), to decouple the 'Grievance and Complaints Panel' to align the Complaints process with the Strategy and Resources Committee (S&R), the Committee that adopts and reviews the Complaints Policy.

2.0 INTRODUCTION AND BACKGROUND INFORMATION

2.1 Councillors will recall the Complaints Policy was adopted by S&R on 20 October 2021, this policy will be reviewed via S&R every 3 years with the next date of review being October 2024.

2.2 Full Council determines the functions and constitution of Committees and Sub-Committees as set out in Standing Orders Appendix A, 2.1j).

3.0 CHANGE TO PARENT COMMITTEE FOR COMPLAINTS PROCESS

3.1 The Grievance and Complaints Panel currently sits under the auspices of HR. However, Grievances and Complaints are separate issues that would be more suited to two separate Panels.

3.2 It is proposed to realign the Complaints Panel that would meet in certain circumstances as stipulated within the Policy with S&R instead of HR. This change is proposed to align the Complaints process with S&R who adopt and review the Complaints Policy, to ensure that matters are dealt with in the most efficient and effective way.

3.3 This change of function would decouple Complaints from the existing 'Grievance and Complaints Panel' which sits under HR. This Panel would become the 'Grievance Panel' which would deal with grievances as required and would remain under the responsibility of HR.

3.4 A separate Complaints Panel would be formed under S&R, the panel would be appointed at the first S&R Committee meeting of each municipal year. This would mirror the process currently followed for HR Panels.

3.5 It is proposed that the changes take place immediately, the membership of the existing 'Grievance and Complaints Panel' be transferred to the new 'Grievance Panel' and the

'Complaints Panel' under S&R be appointed at the next S&R meeting on 19 October 2022.

3.6 Thereafter the Panels will be appointed by their relevant parent committee at their first meeting of the municipal year.

4.0 CONTRIBUTION TO CORPORATE PLAN PRIORITIES

4.1 The introduction of a new Complaints Panel under S&R, decoupled from the existing Grievance & Complaints Panel under HR Committee will contribute to the following corporate priority;

- Maintain effective and efficient governance and management of resources.

5.0 STAFFING IMPLICATIONS

5.1 There are no staffing implications.

6.0 FINANCIAL IMPLICATIONS

6.1 There are no financial implications.

7.0 RECOMMENDATIONS

7.1 That Council approve decoupling the existing 'Grievance & Complaints Panel' of the Human Resources Committee (HR). The 'Grievance Panel' will remain under HR. The Complaints Panel would move to under the auspices of S&R, to align the Complaints process with the Committee that adopts and reviews the Policy.

7.2 To delegate to the Chief Executive any necessary updates to Policies and Standing Orders to reflect these changes.