

This matter is being dealt with by:

Name Jilly Walden

Reference: NCC-031524-18

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**Nottinghamshire
County Council**

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28 June 2018

**Request for Information: Ref NCC-031524-18
Employee complaints**

Thank you for your request for information relating to employee complaints. I can now let you have the following information in response to the questions you raised.

1. How many employee complaints were raised in 2015/2016? Employees raise complaints on many issues on a daily basis. NCC does not record employee complaints unless they utilise the Council's former Grievance Procedure (up to 31/12/2017) or new Employee Resolution procedure from 01/01/2018. Employees and managers are expected to discuss and resolve issues as they arise and seek to avoid matters escalating into the more formal procedures. There is a tendency for the description of grievance and complaint to be used interchangeably therefore if the query relates to a formal complaint, this is would take the same route as a grievances and therefore the answer is 40 for the period 2015/16

A. How many of those complaints were upheld

B. How many of those were not handled (a response to the complainant)

We do not record the outcome of grievances other than as entries on individual case files as it is not as simple as a decision to uphold or not uphold. There may a range of actions taken to address issues raised which may not be directly attributed to an individual officer. If the grievance process or employee resolution process has been invoked, a response would always be given. For the reasons stated in Q1 in respect of day to day complaints which do not meet the threshold to be considered under the grievance policy, there is no information recorded

2. How many grievances have been raised by an employee in 2015/2016? 40

A. How many of these were upheld and not upheld See answer to Q1a&b

3. How many employees resigned from employment due to discrimination / harassment / bullying / victimisation in 2015/2016? 2

4. Out of all the complaints that were made how many of these were from ethnic backgrounds and how many were female? 9 however a further 7 did not state their background. Of the 40, 34 came from women. Of the 9 from BME colleagues, 8 of which were from women.

5. How many grievances that were not upheld went to an employment tribunal and were then successfully upheld? Failure to uphold a grievance is not in itself the basis for raising an employment tribunal claim. There have been no claims upheld against the County Council in the last 3 years in relation the outcome of a grievance

6. How many grievances from employees have you received in 2017 and out of those how many were upheld? 30 grievances were made – as previously stated, the outcome of these are not recorded

7. How many employees raised a grievance and did not have the grievance process properly implemented in 2015/2016? Information not recorded

Please can you provide a copy of the grievance process for employees for 2015/16.

<http://home.nottscc.gov.uk/working/hr/personnel-handbook/section-e4>

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, under Disclosure logs, available at the following link:

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk.

Yours sincerely

Name Jilly Walden

Position Complaints information and Mediation Officer

Nottinghamshire County Council