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| | <i>Level of officer subject to grievance</i> | | |
| Action under the Procedure | Directors and Assistant Directors | Executive Directors and Statutory Officers (with the exception of the Head of Paid Service) | Chief Executive/Head of Paid Service |
| Investigation | An Executive Director or Statutory Officer, acting as Commissioning Manager, may appoint a suitable internal or external investigator. | Chief Exec to trigger grievance process and appoint Executive Director or Statutory Officer acting as Commissioning Manager, who may appoint an external investigator. | External investigator appointed by the Employment Panel. |
| Delivery of grievance outcome | An Executive Director acting as Commissioning Manager in consultation with Head of HR. | Executive Director or Statutory Officer acting as Commissioning Manager in consultation with Head of HR. | Employment Panel. |
| Appeal Hearing against grievance outcome | Chief Executive | Chief Executive | Differently constituted Employment Panel. |