



Disciplinary and Grievance Procedures

By Roving Practice Managers
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Most situations can be resolved informally in the first instance by the staff members talking and understanding each other's concerns and making steps to rectify them with changed behaviours, changed process or training and explanation. If this is not the case or that has not resolved the issue then the practice is most likely to resort to their policies and procedures.

Each practice should have a grievance procedure that is available for staff to raise their grievance if they believe that an informal resolution has not worked or they no longer wish to voice their concerns informally. If the practice does not have a policy in place then find out how to raise a concern if you have one. This is usually by talking to your line manager or the Practice Manager. If you do not feel that you can approach them, you can talk to a Practice Partner. There may be one identified as your Human Resources Partner or in a wider group of practices there may be a dedicated HR lead.

They should also have a Disciplinary Procedure and all staff have a responsibility to understand the process of disciplinary procedures and their rights and responsibilities as employees.

New starters must be made aware of it.

Please read your practice Disciplinary Procedure.

There is a short video by ACAS below that employees can access on raising an issue at work.

www.youtube.com/watch?v=u2i3BUej8gM

Your policy will usually explain the procedure and the possible sanctions.



If you are ever worried or unsure please do speak to someone, let's nip it in the bud.

Further Information for Practice Managers

Disciplinary steps

An employer's disciplinary procedure should include the following steps:

1. A letter setting out the issue
2. A meeting to discuss the issue
3. A disciplinary decision
4. A chance to appeal this decision



Acas (Advisory, Conciliation and Arbitration Service) Code of Practice

Your disciplinary procedures should follow the [Acas code of practice](#).

Not following the ACAS code leaves your practice more liable at an employment tribunal.

Practices do not have to have a set grievance procedure in law but it is advisable to have a policy on what staff should do.

www.acas.org.uk/disciplinary-and-grievance-procedures

The legislation:

Equality Act 2010 www.legislation.gov.uk/ukpga/2010/15/contents

Employment Act 2008 www.legislation.gov.uk/ukpga/2008/24/contents

Template documents from ACAS can be found at

www.acas.org.uk/example-discipline-and-grievance-procedures and there is also a template disciplinary procedure here on team net in the Master Documents section.

ACAS have a great Video on how to raise a workplace grievance and the expectations of ACAS

www.youtube.com/watch?v=6Mqi7FTXy6Y

Personnel Today offer a **good summary on grievance procedures**

www.personneltoday.com/hr/grievance-procedures-five-step-guide-employers/

The Chartered Institute of Personnel Management and Development offer various HR fact sheets on their website

www.cipd.co.uk/knowledge

Some practice Managers do not feel that HR is their strong area and, in these circumstances, do contact your PCN colleagues for peer support or the LMC. Some practices choose to **buy**

in HR services to help with such matters, these can be from companies such as Peninsula (<https://www.peninsulagrouplimited.com/services/hr/>) or Croner (<https://croner.co.uk/>) or local independent HR providers. There are many different providers providing different services and the Primary Care Development Centre (PCDC) also offer some helpful training at www.pcdc.org.uk.

For **Free training** some employment lawyers provide free webinars or updates and the ACAS and CIPD website have a host of information, documents and videos that may be of use.

Always remember to contact the **practice insurers** to see if they will cover any given situation, and then follow the steps that they require to ensure that you are covered. Start this early. And if using other outside help ask if they indemnify their advice.

Here in the induction section is also a list of who is here to **support** the Practice Manager.