

This Factsheet is about complaints relating to personnel and employment problems. It should be read together with the Complaints Policy.

The Complaints Policy can be utilised to investigate complaints made by a Council employee as a service user in relation to services they receive from the council, for example problems with education, housing or social services. These complaints can be looked at in the usual way, regardless of the fact that the complainant is an employee of the Council.

Personnel and employment problems often involve complicated legal issues and you should get appropriate advice.

- If you are a member of a Trade Union you should contact the Union directly.
- The Citizens Advice Bureau can provide free advice. You can find the nearest branch in the telephone directory and the website includes an employment advice section:  
<http://www.adviceguide.org.uk/wales.htm>
- Many solicitors are able to give you advice on personnel and employment problems; however, there is normally a charge for this advice.

Many complainants will have the right to go to an Employment Tribunal to try to resolve their grievances.

The Complaints Procedure **cannot** be used to look into complaints about employment matters such as the following:

- disciplinary procedures; for further information please see:  
<http://brian/worklife/SitePages/Document%20Library.aspx?RootFolder=%2Fworklife%2FDocument%20Library%2FHR%20Policies%20and%20Guidance%2FDisciplinary%20Procedure&FolderCTID=0x0120006EA6F432501C6C4DA8F4939EE6DBD28B&View={DCED8F32-3484-4D8D-AB76-F58EDE2B9E27}>
- grievance procedures; for further information please see:  
<http://brian/worklife/SitePages/Document%20Library.aspx?RootFolder=%2Fworklife%2FDocument%20Library%2FHR%20Policies%20and%20Guidance%2FGrievance&FolderCTID=0x0120006EA6F432501C6C4DA8F4939EE6DBD28B&View={DCED8F32-3484-4D8D-AB76-F58EDE2B9E27}>
- decisions to terminate employment whether by dismissal or redundancy;
- pay or other benefits in kind, such as a company car or loans for season tickets;
- sick pay and maternity pay;
- the way the body treats its staff, such as entitlement to leave maternity or paternity leave;
- bullying in the workplace; for further information please see:  
<http://brian/worklife/SitePages/Document%20Library.aspx?RootFolder=%2Fworklife%2FDocument%20Library%2FHR%20Policies%20and%20Guidance%2FDignity%20at%20Work&FolderCTID=0x0120006EA6F432501C6C4DA8F4939EE6DBD28B&View={DCED8F32-3484-4D8D-AB76-F58EDE2B9E27}>
- work-related health problems;
- disagreements about the scope and terms of your employment;
- industrial disputes, such as a strike or work-to-rule.

For further information please contact the People Management & Performance division by phoning (01267) 246100.