

Financial year 2017 to 2018

21 complaints and grievances were received in total.

Complaints

There were twelve complaints relating to alleged misconduct by members of staff. Three were raised by members of the public and nine by colleagues.

One complaint resulted in a formal disciplinary investigation resulting in no further action.

Four complaints resulted in informal fact finds and there was no further action.

Seven complaints resulted in a Dignity at Work review. Two of these were withdrawn, two resulted in no further action and three were remedied informally.

Grievances

There were nine grievances from members of staff and these were addressed through our grievance procedures.

Please see table below for a breakdown.

Grievances		
Terms & Conditions of Employment including Policy & Procedure		Upheld
	2	Partly upheld
	3	Not upheld
	2	Resolved informally
	2	Withdrawn
		Declined as submitted outside of timescales

Financial year 2018 to 2019

9 complaints and grievances were received in total.

Complaints

There were seven complaints relating to alleged misconduct by members of staff. Three were raised by members of the public and four by colleagues.

Four complaints resulted in informal fact finds and there was no further action.

Three complaints resulted in a Dignity at Work review. Two were remedied informally and one was progressed through our disciplinary procedure and resulted in dismissal.

There were two grievances from members of staff and these were addressed through our grievance procedures.

Please see table below for a breakdown.

Grievances		
Terms & Conditions of Employment including Policy & Procedure		Upheld
	1 ** please note this was a collective grievance inclu. 22 CFRS staff	Partly upheld
	1	Not upheld
		Resolved informally
		Withdrawn

		Declined as submitted outside of timescales
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Financial year 2019 to 2020

9 complaints and grievances were received in total.

There was one complaint relating to alleged misconduct by a member of staff. This complaint was raised by a member of the public. This complaint was progressed through our disciplinary procedure and resulted in a formal warning.

There were eight grievances from members of staff and these were addressed through our grievance procedures.

Please see table below for a breakdown.

Grievances		
Terms & Conditions of Employment including Policy & Procedure		Upheld
		Partly upheld
	3	Not upheld
	2	Resolved informally
	2	Withdrawn
	1	Declined as submitted outside of timescales

Financial year 2020 to 2021

8 complaints and grievances were received in total.

There were six complaints relating to alleged misconduct by a member of staff. Two were raised by members of the public and four by colleagues.

One complaint progressed through our disciplinary procedure and resulted in dismissal.

Two complaints resulted in informal fact finds and there was no further action.

Three complaints resulted in a Dignity at Work review and were remedied informally.

There were two grievances from members of staff and these were addressed through our grievance procedures.

Please see table below for a breakdown.

Grievances		
Terms & Conditions of Employment including Policy & Procedure	1	Upheld
		Partly upheld
		Not upheld
	1	Resolved informally
		Withdrawn
		Declined as submitted outside of timescales

Financial year 2021 to 2022

20 complaints and grievances were received in total.

There were eleven complaints relating to alleged misconduct by a member of staff. Six were raised by members of the public and five by colleagues. One of the complaints

from a member of the public incorporated two members of staff, note there are twelve outcomes referred to.

Two complaints progressed through our disciplinary procedure and resulted in formal warnings.

Eight complaints resulted in informal fact finds, five were remedied informally and for three there was no further action.

Two complaints resulted in a Dignity at Work review. Both were progressed through our disciplinary procedures, resulting in one dismissal and one formal warning.

There were nine grievances from members of staff and these were addressed through our grievance procedures.

Please see table below for a breakdown.

Grievances		
Terms & Conditions of Employment including Policy & Procedure	4	Upheld
	3	Partly upheld
	1	Not upheld
	1	Resolved informally
		Withdrawn
		Declined as submitted outside of timescales

Financial year 2022 to 2023

18 complaints and grievances were received in total.

There were eight complaints relating to alleged misconduct by a member of staff. Three were raised by members of the public and five by colleagues.

Two complaints progressed through our disciplinary procedure, one resulted in a formal warning and one remains ongoing.

Two complaints resulted in informal fact finds and no further action.

Four complaints resulted in a Dignity at Work review. Two were remedied informally. Two were progressed through our disciplinary procedures, resulting in one dismissal and one formal warning.

There were ten grievances from members of staff and these were addressed through our grievance procedures.

Please see table below for a breakdown.

Grievances		
Terms & Conditions of Employment including Policy & Procedure	2	Upheld
	1	Partly upheld
	7	Not upheld
		Resolved informally
		Withdrawn
		Declined as submitted outside of timescales