

# FBU CHESHIRE

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## FIRE BRIGADES UNION

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Cheshire Brigade Chair :  
**Andrew Price**

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Date 20.05.2008

Dear Phil

Due to the number of our members who have complained to us about the lack of adherence to timescales for both the grievance procedure and dignity at work complaints, we have to register our concerns that the service is failing to follow its own procedures. The result of this is that our members lack confidence in the service taking their grievances seriously and thereby the purpose of the whole process is being undermined.

In most grievance cases our members have had to wait more than the stipulated time period for the grievance (7 days) to be heard; 50 to 60 days for a hearing is not uncommon. The biggest single complaint is that no one in the service bothers to acknowledge receipt of their grievance. This leaves our members totally in the dark as to whether the grievance has been received or dealt with, If there is going to be a transgression of the time limits by either side, then there should be a reasonable explanation and a mutually agreed extension. The failure of the service to communicate to its staff about these delays leaves our members feeling that they are being ignored by the service and that their grievance is not being taken seriously. The CPD grievances to name but one is a case in point.

We have also just dealt with two dignity at work complaints which are over a month old and should have been dealt with within 14 days. The decisions arising out of these meetings which took place on the 24.04.08 and 25.04.08 have yet to be communicated to us or the two members of staff. I think you will agree this is just not acceptable.

We would be grateful if you could explain why the service is failing to adhere to the timescales in its own policy in these two areas.

We would also be grateful if you could advise what action the service is going to take to ensure it abides by its own policies.

Regards

Andrew Price  
David Williams

Unity is Strength

Helpline No 0800 783 4778		
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