



Your reference:

Our reference: FOI_25_0206

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 19/03/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0206

On 18/02/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. How many grievance have been raised by current Gloucestershire police civilian staff since 2020?
2. How many grievances were raised by Gloucestershire police civilian staff who have resigned and left since 2020?
3. What support does the Gloucestershire police give to civilian staff who raise a grievance?
4. What support does the Gloucestershire police give to civilian staff who raise a grievance, who have resigned and left?
5. How many Gloucestershire police civilian staff grievances have been resolved at stage 1 of the process, since 2020?
6. How many Gloucestershire police civilian staff grievances have been resolved at stage 2 of the process, since 2020?
7. How many Gloucestershire police civilian staff grievances have gone to stage 3 of the process, since 2020?
8. How does Gloucestershire police follow the ACAS Code of Practice on disciplinary and grievance procedures?
9. When was the Grievance Procedure last updated?
10. What training have managers, who are appointed as Resolution Officers, undergone to fulfil the role since 2020?
11. How many managers who have not undertaken training as Resolution Officers have been appointed to investigate grievances since 2020?
12. How many grievances have not been completed within the timescales set out in the Grievance Procedure, since 2020?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information. Where a no information held response is provided this is due to the data not being recorded.

1. 53 Grievances have been raised by police staff from 2020 to present.
2. No information held
3. Occupational Health Service, Wellbeing Advisor (this service is available face-to-face, by telephone, video call, or by email) and support and counselling via Health Assured.
4. We do not supply internal support to individuals who have resigned and left the organisation.
5. No information held
6. No information held
7. No information held
8. We fully comply with ACAS guidance. Grievance follows the informal, formal and appeal stages. Investigations are carried out by experienced investigators. More serious complaints are investigated by specialist investigators or are referred to misconduct. Everyone has a right to be accompanied – we make reasonable adjustments on request for people to bring a support / family member with them. The process is confidential and may be adjusted depending on the size and scope of the investigation. We may also opt to use mediation where appropriate and mutually agreeable.
9. 2024
10. No grievance specific training is supplied at present by the constabulary.
11. See answer to Q10
12. No information held

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

