

## FOI DOF/2025-0437

**Request**

Please provide an NICS total and a breakdown per department of staff formal grievances:

1. Staff formal grievances from 2019 to date broken down by
  - a) the number received.
  - b) the number upheld.
  - c) the category and number per category of formal grievances received.
  - d) the category and number per category of who the formal grievances were made against i.e. line manager, staff, colleague, senior leader etc.
2. What is the shortest time to resolve a formal grievance and the longest time to resolve formal grievance.
3. How many formal grievances lodged were unresolved after:
  - 1 year;
  - 2 years;
  - 3 years;
  - 4 years;
  - 5 years;
  - 6 years.
4. What is the target time to resolve staff formal grievances?

**DoF Response**

I can confirm the Department holds some of the information requested. We have included NIPS number of grievances in the response, however their data is held separately and we are unable to further breakdown their figures in the response.

1. Staff formal grievances from 2019 to date broken down by
  - a) the number received

<b>Department</b>	<b>Total</b>
DAERA	72
DE	10
DFC	198
DfE	21
DFI	145
DOF	43
DoH	10
DOJ	103
PPS	12
TEO	7
NIPS	169
<b>Total</b>	<b>790</b>

b) the number upheld

Department	Total
DAERA	3
DE	1
DFC	17
DfE	3
DfI	5
DoF	1
TEO	1
DoJ	7
PPS	1
<b>Total</b>	<b>39</b>

c) the category and number per category of formal grievances received.

Department	Grievance Type	Total
<b>DAERA</b>	Flexible Working and Leave	3
	Health and Safety	3
	Organisational Change	4
	Other	15
	Pay and Allowances	14
	Promotion and Selection	13
	Retirement	1
	Suspension From Work	1
	Work Relations	18
<b>DAERA Total</b>		<b>72</b>
<b>DE</b>	Flexible Working and Leave	1
	Other	3
	Work Relations	6
<b>DE Total</b>		<b>10</b>
<b>DfC</b>	Development	2
	Flexible Working and Leave	12
	Health and Safety	14
	Informal Disciplinary Action	1
	Organisational Change	17
	Other	76
	Pay and Allowances	8
	Promotion and Selection	11
	Work Relations	57
<b>DfC Total</b>		<b>198</b>
<b>DfE</b>	Flexible Working and Leave	1
	Informal Disciplinary Action	1
	Organisational Change	1
	Other	9
	Promotion and Selection	6
	Work Relations	3
<b>DfE Total</b>		<b>21</b>

<b>DFI</b>	Development	3
	Flexible Working and Leave	4
	Health and Safety	8
	Informal Disciplinary Action	1
	Organisational Change	5
	Other	29
	Pay and Allowances	28
	Promotion and Selection	18
	Suspension From Work	2
	Work Relations	47
<b>DFI Total</b>		<b>145</b>
<b>DOF</b>	Development	4
	Flexible Working and Leave	1
	Health and Safety	2
	Organisational Change	2
	Other	20
	Pay and Allowances	6
	Promotion and Selection	2
	Work Relations	6
<b>DOF Total</b>		<b>43</b>
<b>DoH</b>	Organisational Change	1
	Other	3
	Pay and Allowances	2
	Promotion and Selection	3
	Work Relations	1
<b>DoH Total</b>		<b>10</b>
<b>DOJ</b>	Development	5
	Flexible Working and Leave	5
	Health and Safety	7
	Informal Disciplinary Action	2
	Organisational Change	8
	Other	24
	Pay and Allowances	16
	Promotion and Selection	3
	Suspension From Work	4
	Trade Union Members Rights	2
	Work Relations	27
<b>DOJ Total</b>		<b>103</b>
<b>PPS</b>	Other	8
	Pay and Allowances	1
	Work Relations	3
<b>PPS Total</b>		<b>12</b>
<b>TEO</b>	Organisational Change	1
	Pay and Allowances	3
	Work Relations	3
<b>TEO Total</b>		<b>7</b>
<b>NIPS</b>	Not recorded	<b>169</b>
<b>Grand Total</b>		<b>790</b>

- d) the category and number per category of who the formal grievances were made against i.e. line manager, staff, colleague, senior leader etc.

NIPS breakdown not available

Grievance Sub Type	Department	Total
Complaint Against Colleague or Colleagues	DAERA	6
	DE	1
	DFC	25
	DfE	2
	DFI	12
	DOF	3
	DoH	1
	DOJ	4
	PPS	1
	TEO	3
	<b>Total</b>	
Complaint Against Line Manager	DAERA	11
	DE	5
	DFC	17
	DfE	1
	DFI	26
	DOF	1
	DOJ	16
	PPS	1
<b>Total</b>		<b>78</b>

NIPS breakdown not held

2. The shortest time to resolve a formal grievance was 2 days. The longest time to resolve formal grievance was 1893 days.

3. Formal grievances lodged were unresolved after:

1 Year	NICS total 116	8 DAERA 1 DE 29 DFC 4 DFE 31 DFI 11 DoF 1 DoH 1 TEO 29 DoJ 1 PPS
2 Years	NICS total 49	2 DAERA 1 DE 7 DfC 15 DFI 4 DoF 1 TEO 19 DoJ
3 Years	NICS total 23	1 DAERA

		2 DfC 4 Dfl 2 DoF 1 TEO 13 DoJ
4 Years	NICS total 15	2 DFC 4 Dfl 1 TEO 8 DoJ
5 Years	NICS total 9	2 Dfl 7 DoJ
6 Years	NICS total 5	5 DoJ

NIPS breakdown not held

4. There is no set time to resolve a formal grievance in the policy