



Grievance Policy

STONEHOUSE TOWN COUNCIL

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19 February 2018 (Minute K1/465)

To be reviewed May 2018

Stonehouse Town Council

GRIEVANCE POLICY AND PROCEDURES

1 Policy Statement

The Council recognises that individual employees or groups of employees may, from time to time, feel aggrieved about an aspect of their employment and accepts that each employee has the right to raise this grievance and to expect that management will consider it and respond.

The purpose of the accompanying procedure is to provide a framework for dealing promptly and fairly with such grievances. The aim is to resolve grievances as near as possible to their point of origin.

Matters appropriately dealt with under the Council's grievance procedure include all questions relating to the individual rights of employees in respect of their employment other than:

- Grievances that have already been considered in accordance with the procedure;
- Grievances arising from a disciplinary or capability process in which the employee is already involved and where there is an appeals procedure in place;
- Grievances in respect of issues over which the Council has no control. e.g. external legislation; and
- Grievances that are already the subject of a collective grievance or dispute.

The timescales shown in the accompanying procedure may be altered by mutual agreement.

The nature and number of grievances raised in accordance with the accompanying procedure will be monitored annually by the Town Clerk and the Chair of Staffing is to be advised.

This policy and the accompanying procedure will be the subject of annual review.

2 Procedural Guidelines

2.1 Informal Resolution

Where an employee is aggrieved about any matter relating to their employment, they should raise the matter informally with the Town Clerk as soon as possible and, other than in exceptional circumstances, within **ten working days** of the incident or event. However, employees will be permitted to raise, as part of a grievance, a series of directly related incidents having a cumulative effect.

The Town Clerk should consider and seek to resolve the grievance within **ten working days**. Whether or not this proves possible, the Town Clerk should in every case inform the employee of the decision and, if appropriate, any action taken.

Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.

2.2 Formal Resolution

If the employee is not satisfied with the result of the informal process, they can take the matter up with the Town Clerk, in writing, copied to the Chair of Staffing, stating the nature of the grievance. This should be done within **ten working days**.

The Town Clerk and Chair of Staffing will arrange a meeting with the employee to discuss the grievance as soon as possible and normally within **ten working days**.

A written record of this meeting will be made and acknowledged by the attendees.

They will then arrange a meeting with the subject of the complaint to explain the basis of the complaint and listen to the subject's explanation. A written record of this meeting will be made and acknowledged by the attendees.

Further investigation, including liaison with other parties, will not take place unless specifically agreed by both parties (the complainant and the subject of the complaint). All discussions should be kept to a minimum and considered confidential.

Having considered the situation and written a report the Town Clerk and Chair of Staffing will meet with the complainant again and show him/her the draft report. The report will try to offer a resolution to the complaint. The complainant will be informed of their right to appeal.

The investigation will be concluded as soon as reasonably practicable.

2.3 Appeal

If the employee is still aggrieved, there is a right of appeal to a panel of councillors, chaired by a member of the Staffing Committee. The Chair of Staffing will not be on the appeal panel. The complainant may ask for changes in the panel. The notice of appeal should be submitted in writing within **ten working days** of receipt of the formal written response issued by the Town Clerk/Chair of Staffing. The Appeal Panel shall consider the appeal within **ten working days** of receipt of the written appeal. The Appeal Procedure will follow a similar process to the formal grievance procedure and may consider fresh evidence. The written records of previous meetings involving the complainant and the subject of the complaint will be made available to the appeals panel.

There is no further right of appeal except by way of an Employment Tribunal.

2.4 Grievances Relating to the Town Clerk and/or Chair of Staffing

If the grievance relates directly to the action or omission of the Town Clerk, the grievance should be submitted in writing directly to the Chair of the Staffing Committee, copied to the Deputy Chair, who will investigate and respond to the grievance as outlined above.

Should the Town Clerk wish to bring a grievance, it should be put in writing to the Chair of Staffing, copied to the Deputy Chair of Staffing who will investigate and respond to the grievance as outlined above.

Should a grievance be brought against the Chair of Staffing, the Deputy Chair of Staffing and, if necessary, another member of staffing committee will take their place in the process.

2.5 Representation

An individual raising a formal grievance may be accompanied throughout the process by a trade union representative or another person of their choice and reasonable preparation for the hearing will be allowed.