



## **GRIEVANCES**

### **All full time and part-time staff**

The following procedure is based on the latest ACAS Code of Practice 1 – March 2015.

#### **Definition**

The Town Council grievance procedure is in place to enable the resolution of problems or disputes raised by individual employees or groups of employees. It also helps to prevent minor disagreements developing into more serious disputes.

#### **Procedure**

Where an employee is aggrieved on any matter (other than the grading of a post for which there is a separate procedure) he/she should discuss the matter with his/her immediate superior – the Town Clerk. In most cases, the issue should be resolved informally and the Town Clerk will respond to issues raised within five working days. The employee will have the right to be accompanied during the grievance process by either a work colleague or trade union representative. The representative may address the hearing and to confer with the employee but will not be able to answer questions on the employee's behalf.

If the grievance cannot be resolved informally the matter should be put in writing to the Town Clerk. If the complaint or grievance relates to the Town Clerk, the grievance may be raised with a nominated member of the HR Panel. During all stages of the formal process, notes from the meetings will be produced for joint agreement.

On receipt of the written grievance, the person allocated to hear the grievance will invite the employee to attend a grievance hearing (to be held at a time that is reasonable for both the Council and employee and if appropriate the employees representative). The hearing will normally be held with 10 working days of submission of the grievance. Both sides may call witnesses to the hearing. The witness can be asked to answer questions relating to the grievance. Those entitled to call a witness should give advance notice of their intention to do so.

At the initial hearing, the employee will be given the opportunity to explain the grievance and for it to be discussed. The person dealing with the grievance will inform the employee of the outcome of the hearing within five working days. However, this time limit may be extended if issues raised by the employee at the hearing warrant further investigation. If so, the person dealing with the grievance will inform the employee of the reasons for the delay and the likely timescale for a response. The outcome of the hearing will be confirmed in writing to the employee.

If the problem is still not resolved, the employee is entitled to pursue the issue through the machinery of the Human Resources Panel. The employee must appeal in writing within five working days of receiving notification of the decision of the initial hearing, setting out the basis for the appeal.

On receipt of the written appeal, the person allocated to hear the appeal will arrange for the employee to attend a grievance appeal hearing, to be held at a time that is both reasonable for the Council and the employee and, if appropriate, the employee's representative .

At the grievance appeal hearing the employee will be given the opportunity to explain the grounds for the appeal and for these to be discussed. The person dealing with the appeal will usually inform the employee of their decision within ten working days of the appeal hearing. This timescale may be extended if issues raised by the employee warrant further investigation.

The decision of the person conducting the appeal is final.

The employee will be given a reasonable opportunity to attend meetings in the grievance process. Failure to attend these meetings may result in a decision being taken in the employee's absence.

Revised April 2015