



GRIEVANCE PROCEDURE

Document Version Control

Version	Date	Initials	Comment
V1	9 February 2009		
V2	June 2013		
V3	July 2017		
V4	May 2024		

1. INTRODUCTION

This procedure applies to all employees of the council.

The objectives of the procedure are: -

- To foster good relationships between the council and its employees by discouraging the harbouring of grievances
- To settle grievances as near as possible to their point of origin
- To ensure the council treats grievances seriously and resolves them as quickly and fairly as possible
- To ensure that employees are treated fairly and consistently.

Matters excluded from this procedure are as follows: -

- Appeals against disciplinary actions
- A grievance about a matter over which the council has no control.

2. INFORMAL GRIEVANCE PROCEDURE

In the interests of maintaining good working relations the employee is encouraged to first discuss any grievance with the Chairman of the Staffing Committee with a view to resolving the matter informally if appropriate. If the employee feels that this is not appropriate or he or she wishes to pursue a formal grievance they should follow the procedure detailed below.

3. GENERAL PROCEDURAL INFORMATION

Grievances raised under the standard council grievance procedure will normally be investigated, and any meetings to discuss the grievance conducted by the Chairman of the Staffing Committee.

The said Staffing Committee will conduct all investigations and any grievance meeting. Three members of the full council who do not sit on the Staffing Committee will conduct any grievance appeal meeting to provide an unbiased appeal hearing.

A copy of the Statement of Grievance, a note of the decision taken at the first stage of the procedure, any notice of appeal and appeal decision will be placed on the employee's/ex-employees personnel file, together with any notes or evidence taken or compiled during the course of the procedure.

It is a requirement that all paperwork associated with the matter of a Grievance Hearing is kept under the Confidential Information classes of both the Data Protection Act 1998 and the Freedom of Information Act 2000. The public or other members of the organisation without a specific need to know shall not have access to them. A copy of the records of the proceedings and the result should be given to the employee.

4. FORMAL GRIEVANCE PROCEDURE

STANDARD COUNCIL GRIEVANCE PROCEDURE

- 1 The employee must set out his/her grievance in writing (“Statement of Grievance”) and provide a copy to the Chairman of the Council who will pass it to the Staffing Committee without undue delay.
- 2 Once the committee has had a reasonable opportunity to consider its response to the information provided in the Statement of Grievance the employee will be invited to attend a grievance meeting to discuss the matter.
 - (i) The employee must take all reasonable steps to attend the meeting.
 - (i) Grievance meetings will normally be convened with 21 days of the Committee receiving the Statement of Grievance.
 - (i) The employee has the right to be accompanied to a grievance meeting by a fellow employee or by a Trade Union representative.
 - (i) If the meeting is inconvenient for either the employee or his or her companion, the employee has the right to postpone the meeting by up to 14 working days.
- 3 A grievance meeting may be adjourned to allow matters raised during the course of the meeting to be investigated, or to afford the Committee time to consider the decision.
- 4 After the meeting the employee will be informed of the Committee’s decision within 7 working days. (The meeting may be reconvened for this purpose). The Committee’s decision will be confirmed to the employee in writing.
- 5 If the employee wishes to appeal against the Committee’s decision he or she must inform the Committee within 7 working days of receiving the decision.
- 6 If the employee notifies the Committee that they wish to appeal, the employee will be invited to attend a grievance appeal meeting held by the Council’s Appeal Committee. The employee must take all reasonable steps to attend that meeting. The employee has the right to be accompanied to a grievance appeal meeting by a fellow employee or by a Trade Union representative.
- 7 A grievance appeal meeting will normally be convened within 21 working days of the Staffing Committee receiving notice that the employee wishes to appeal pursuant to point 5 above. If the meeting time is inconvenient for the employee or his or her companion, the employee may ask to postpone the meeting by up to 14 working days.
- 8 After the grievance appeal meeting the employee will be informed of the Appeal Committee’s final decision within 7 working days. (The meeting may be reconvened for this purpose). The Appeal Committee’s decision will be confirmed to the employee in writing.

5. MODIFIED COUNCIL GRIEVANCE PROCEDURE (FOR FORMER EMPLOYEES)

1. If an ex-employee wishes to raise a grievance, he or she must set out their grievance and the basis for that grievance in writing and provide a copy to the Chairman of the Council's Staffing Committee within 90 days of the final date of their employment. Beyond that time, no action can be taken against the Council, its employees or its representatives.
2. Following receipt of a statement of grievance pursuant to point 9 above, the Staffing Committee will either write to the ex-employee inviting him or her to attend a meeting to discuss the grievance, or to ask for the ex-employee's agreement to the Committee responding to the grievance in writing.
3. If the ex-employee does not agree to the matter being dealt with by correspondence within 7 working days of the Committee writing to them pursuant to point 10, steps 1 to 4 of the standard council grievance procedure will be followed. The Council's Staffing Committee will conduct the meeting.
4. If the ex-employee does agree to the matter being dealt with by correspondence, the Council's Staffing Committee will consider his or her grievance and will respond to the ex-employee in writing within 14 days of the receipt of such confirmation setting out the basis for the council's decision.