

# Pentlow Parish Council

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## Grievance Procedure

### Introduction

Pentlow Parish Council recognises the need for a fair, speedy and consistent process for any employee of the Council to raise a grievance about their employment, and will seek to resolve any matters arising from such a procedure as quickly as possible.

Issues that may cause grievances include:

- (a) terms and conditions of employment;
- (b) health and safety;
- (c) work relations;
- (d) bullying and harassment;
- (e) new working practices;
- (f) working environment;
- (g) organisational change; and
- (h) discrimination.

This Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.

This procedure does not form part of any employee's contract of employment. It may be amended at any time and republished.

If you have difficulty at any stage of the Grievance Procedure because of a disability or because English is not your first language, you should discuss the situation with the Chairman as soon as possible.

### 1. Informal stage

1.1. An employee must first raise their grievance verbally or in writing with the Clerk of the Council. If the grievance is brought by the Clerk this must first be raised verbally or in writing with the Chairman. The person approached will attempt to resolve the matter by informal discussion and respond to the employee as soon as possible, within five working days at a maximum. The response to a written request will be in writing and a copy kept by the respondent, who will also keep a note of any verbal grievance aired and response given.

1.2. If a grievance is against the Clerk, an employee may raise the matter informally with the Chairman who will attempt to resolve the matter and communicate his response in writing to the parties concerned.

1.3. It is expected that most grievances will be resolved at the informal stage and it may be necessary to repeat the procedure to reach a satisfactory conclusion for all concerned.

1.4. Where it becomes evident that the matter cannot be resolved informally, an employee can instigate the formal procedure.

## **2. Formal stage**

2.1. The employee must submit their grievance in writing to the Chairman who will instruct the Clerk to convene a meeting of the Personnel committee (PC) within 7 working days, wherever possible subject also to the availability of the employee's representative. If the grievance concerns him or her, you may submit it instead to the Vice Chairman.

2.2. Any employee of the Council attending such a hearing has the right to be accompanied by a representative of the trade union to which they belong (who may or may not be a work colleague), or by a work colleague, friend or adviser not acting in a legal capacity. The employee should advise the PC who their representative is to be and their role. Whilst the representative can speak at the meeting and ask questions, he or she cannot answer questions for the employee.

2.3 The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made. You may confer privately with your companion at any time during the meeting.

2.4 The PC will seek to reach a decision "in camera" and communicate the decision to the parties concerned verbally after the close of the meeting if the parties so wish.

2.5 If the PC is unable to make the decision e.g. because of the PC's need to seek further advice or information, the reason for not reaching a decision will be conveyed to the parties concerned.

2.6 In any event the decision will be conveyed in writing within 7 working days.

2.7. If the employee wishes to appeal against the decision of the PC they must do so in writing to the Chairman of the Council within 10 working days of receipt of the decision notice.

2.8. On receipt of such notice of appeal the Chairman will instruct the Clerk to convene a meeting of the PC appeals committee, none of whom were members of the investigating PC, within, 7 working days. The PCA will hear the case according to their procedures and communicate their decision in writing to the parties concerned.

2.9. The decision of the Parish Council is final.