



PETERSFIELD TOWN COUNCIL

GRIEVANCE PROCEDURE

Reviewed: November 2020

Approved by Council minute number C 1215 refers

Date of next review: May 2022

1. INTRODUCTION

1.1 This procedure applies to all employees of the Council.

1.2 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 as possible.
- To ensure that employees are treated fairly and consistently throughout the Council.

1.3 Matters excluded from this procedure are as follows:

- Appeals against salary or grading.
- Appeals against disciplinary actions.
- Income tax, national insurance matters, rates of pay collectively agreed at the national or local level.
- Rules of pension schemes.
- 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 their line manager or if the grievance is with their line manager, the Town Clerk (or in the case of the Clerk this should be addressed to the Staff Panel) with a view to resolving the matter informally. The following procedure is designed to be used when these informal attempts to resolve any dispute have not been successful.

Any written complaint or grievance raised which alleges that a member or co-opted member of the authority has failed to comply with the authority's Code of Conduct will be dealt with under the Code of Conduct Procedure.

3. FORMAL GRIEVANCE PROCEDURE

STANDARD COUNCIL GRIEVANCE PROCEDURE

3.1 The employee must set out his/her grievance in writing ("Statement of Grievance"). You should give as much information about your grievance, including any relevant dates and times, as you can, so as to allow for any investigation into your concerns to take place.

3.2 A grievance will normally be dealt with by the line manager and should be addressed to them directly. In the case of the Town Clerk this should be addressed to the Staff Panel on a formal basis. Where the grievance is directly concerned with the line manager's behaviour, however, you should submit your

grievance to another member of the management team who will arrange for somebody who is not directly involved in the issue to deal with it.

- 3.3 The employee will be invited to attend a grievance meeting to discuss the matter.
 - 3.3.1 The employee must take all reasonable steps to attend the meeting.
 - 3.3.2 Grievance meetings will normally be convened with 14 days of the Council receiving the Statement of Grievance.
 - 3.3.3 The employee has the right to be accompanied to a grievance meeting by a fellow employee or by a Trade Union representative.
 - 3.3.4 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 5 working days.
- 3.4 A grievance meeting may be adjourned to allow matters raised during the course of the meeting to be investigated, or to afford the line manager time to consider the decision.
- 3.5 Once the investigations are concluded, if new information comes to light, if it is considered appropriate, you may be invited in to a reconvened meeting, to have the opportunity to consider and respond to the findings of the investigation.
- 3.6 After the meeting the employee will be informed of the Council's decision (the meeting may be reconvened for this purpose). The Council's decision will be confirmed to the employee in writing.
- 3.7 If the employee wishes to appeal against the Council's decision he or she must inform the Council within 5 working days of receiving the decision. An appeal should be directed to the Town Mayor.
- 3.8 If the employee notifies the Council that they wish to appeal, the employee will be invited to attend a grievance appeal meeting before the Council's Staff Panel. 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.
- 3.9 A grievance appeal meeting will be convened within a reasonable period of the Council receiving notice that the employee wishes to appeal pursuant to 3.7 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 5 working days.
- 3.10 After the grievance appeal meeting the employee will be informed of the Council's final decision (the meeting may be reconvened for this purpose). The Council's decision will be confirmed to the employee in writing.

4 Allegations of Misconduct

- 4.1 Where an employee is making allegations of misconduct on the part of other employees then the Council may need to carry out an investigation into the allegations and pursue the matter through the disciplinary procedure. Where this happens, the grievance will be held over until the disciplinary process has been concluded.

5 Relationship with Other Procedures

- 5.1 Where your grievance relates to the conduct of other procedures such as the disciplinary procedures then the Council may choose to either delay the consideration of the grievance until that procedure has been completed or to deal with the grievance in the course of that procedure or by way of appeal if that appears to be a fairer or more straightforward way of dealing with the issue.

6 GENERAL PROCEDURAL INFORMATION

- 6.1 Grievances raised under the standard Council grievance procedure will normally be investigated, and any meetings to discuss the grievance conducted by the Town Clerk.
- 6.2 If an employee's grievance is about the Town Clerk they should raise the matter with the Chairman of the Council's Staff Panel. All investigations and any grievance meeting will be conducted by the said Staff Panel and any grievance appeal meeting will be conducted by the Appeals Panel.
- 6.3 Where a grievance is raised by the Town Clerk or all employee relations matters are dealt with by the Council's Staff Panel, all investigations and any grievance meeting will be conducted the by the said Panel. Any grievance appeal meeting will be conducted by the Council's Appeals Panel.
- 6.4 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 personnel file, together with any notes or evidence taken or compiled during the course of the procedure.