

## **Grievance Procedure**

Treverbyn Parish Council recognises that from time to time an employee may feel aggrieved about an aspect of employment and accepts that each employee has the right to raise this grievance and expect the Council to consider it and respond.

Every effort shall be taken where practically possible to avoid using the formality of this policy by effective communication and early discussions with the aggrieved person.

The purpose of this procedure is to provide a framework for dealing swiftly and fairly with such grievances and aim to resolve as soon as practically possible.

Matters appropriately dealt with under this grievance procedure include all questions relating to the individual rights of an employee in respect of their employment with the listed exceptions:

- Grievances that have already been considered within the procedure.
- Grievances arising from a disciplinary or capability process in which the employee is involved.
- Grievances in relation to issues or external legislation over which the Council have no control.
- Grievances lodged outside the time limits set out in this procedure.
- Grievances which are already the subject of a collective grievance or dispute.

### **Resolution of a grievance**

Where an employee is aggrieved about any matter relating to their employment the matter should be raised with the Clerk/Chairman of Council as soon as possible and other than in exceptional circumstances within 20 working days of the incident or event. However, it will be permitted to raise part of a grievance a series of directly related incidents having a cumulative effect.

Council representatives should then consider and seek to resolve the grievance within 10 working days and in every case inform the employee in writing of their decision and where appropriate take the necessary action.

If the employee is not satisfied with the result of the informal process the matter can be taken to the Clerk in writing in 10 working days stating the nature of the grievance. If the grievance relates directly to the actions or omission of the Clerk and cannot be resolved informally the grievance should be submitted in writing directly to the Chairman or Deputy Chairman of the Council.

The second stage of the procedure is that a meeting will be arranged with the employee to discuss the grievance as soon as possible normally within 10 working days. If not involved the Clerk may hear the grievance at this stage. If, however it is felt that it would be more appropriate a panel may be convened comprising of 3 councillors. If having listened to the submissions the grievance requires further investigation the meeting will be adjourned for a period of not more than 7 days during which time the necessary investigations will be done. A reconvened hearing is then set up with all relevant parties available to respond to any matters raised by the aggrieved person during the course of the investigation. A formal response to the grievance should be issued in writing within 5 working days of the hearing.

Stage three is if the employee is still aggrieved there is a right to appeal. The notice of appeal should be submitted in writing to the Council within 10 working days of receipt of the formal written response. The Clerk then will convene an appeal panel comprising of 3 senior Councillors (who have not previously been involved in the subject of the grievance) to consider the appeal. The appeal panel will consider the appeal within 20 working days of receipt of the appeal. A formal written response will be issued within 5 working days of the appeal hearing. There is no further right of appeal.

This policy will be reviewed and amended as necessary based on good practice or evidence taken forward. It also is based on and complies with the 2015 ACAS Code of Practice. <http://www.acas.org.uk/index.aspx?articleid=2174> and the ACAs guide on discipline and grievances at work.

In accordance with the Freedom of Information Act 2000, this policy will be posted on the Parish Council's website and copies are available for inspection at the Parish Office, Rockhill Business Park, Higher Bugle, St Austell PL26 8RA. Alternative formats of this document in large print (A3 format) , larger font or record on tape as a talking book can be made available on request from the Parish Office or by telephoning 01726 851001 or e mail [treverbynpcouncil@gmail.com](mailto:treverbynpcouncil@gmail.com).