



## **Medstead Parish Council Grievance Policy and Procedure**

### **OBJECTIVE**

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; and
- To ensure that employees are treated fairly and consistently throughout the council.

### **1.0 Dealing with grievances informally**

If an employee has a grievance or complaint to do with their work or the people they work with they should, wherever possible, start by talking it over with the Chairman. They may be able to agree a solution informally between them.

### **2.0 Formal grievance**

If the matter is serious and/or they wish to raise the matter formally they should set out the grievance in writing to the Chairman. They should stick to the facts and avoid language that is insulting or abusive. The Chairman shall report the written grievance to a Grievance Panel meeting, held in the absence of the public and the press.

Where the grievance is against the Chairman and the member of staff feels unable to approach him or her they should talk to the Vice Chairman.

### **3.0 Grievance hearing**

The Grievance Panel will call the staff member to a meeting, normally within five days, to discuss the grievance. They have the right to be accompanied by a colleague or trade union representative at this meeting if a reasonable request is received.

After the meeting The Grievance Panel will give a decision in writing, normally within 24 hours.

### **4.0 Appeal**

If the staff member is still unhappy with The Grievance Panel's decision and they wish to appeal, they should let The Appeal Panel know.

The staff member will be invited to an appeal meeting, normally within five days, and the appeal will be heard by The Appeal Panel. They have the right to be accompanied by a colleague or trade union representative at this meeting if a reasonable request is received.

After the meeting The Appeal Panel will give a decision, normally within 24 hours. The Appeal Panel's decision is final.

**6. Abuse of this policy**

Any abuse in the application of this policy e.g. if an employee's grievance is found to be malicious or to have been made in bad faith, will be dealt with in accordance with The Council's Disciplinary Policy and Procedure and may possibly result in disciplinary action being taken, up to and including dismissal.

**7. Alterations and amendments to this policy**

This policy and procedure does not form part of employees' contractual rights. The Council reserves the right to revise the contents of this Policy and Procedure from time to time or withdraw it at its absolute discretion, in accordance with the needs of the council.

**8. Additional information**

For further information, please contact The Chairman.