



# Boxley

## PARISH COUNCIL

### **Grievance Policy & Procedure**

#### **Policy**

Anybody working in an organisation may, at some time, have concerns about their work, working conditions or relationships with colleagues that they wish to have addressed and resolved. The following procedure sets out the framework for such resolution. Its aim is to give a fair hearing to the grievance and of ensuring consistent and equal treatment in all cases.

In setting this procedure the Parish Council has used the following as its basis:

- ACAS Statutory Code of Practice on Discipline and Grievance (Secretary of State approved on 6<sup>th</sup> April 2009).
- The ACAS Guide which gives information and guidance on good practice.

These documents will be consulted if any issue or situation needs clarification. Mediation, if both parties agree it would be useful, will also be considered.

A flow-chart copied from the relevant ACAS booklet is attached for ease of reference.

#### **Procedure**

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

Employees having a grievance or complaint to do with their work or the people they work with should, wherever possible, start by talking it over with their manager or the Parish Clerk. Often a quiet word is all that is needed. A written record of the discussion can be made if requested.

##### **Formal grievance procedure**

If the matter is serious or the employee wishes to raise the matter formally, the grievance should be set out in a letter addressed to the Parish Clerk, sticking to the facts and avoiding language that is insulting or abusive. If the grievance is against the Parish Clerk the letter should be addressed to the Chairman of the Parish Council.

##### **Grievance hearing**

The Chairman of the Parish Council committee will be responsible for the process.

The Grievance Hearing Committee will be made up of the Vice-Chair of the parish council and the two committee chairs (or vice-chairs if unavailable). Any person named as the cause of the grievance will be excluded from the decision process.

The employee will be called, normally within five days, to a meeting with the Hearing Committee to hear and discuss the grievance. The employee has the right to be accompanied by a colleague or trade union representative at this meeting.

After the meeting the chairman of the Hearing Committee will give the employee its conclusions in writing, normally within 24 hours.

##### **Appeal**

If the employee is unhappy with the decision and wishes to appeal they should let the Chairman/Parish Clerk know.

The employee will be invited to a meeting of the Grievance Appeals Committee, normally within five days, to have the appeal heard. The employee has the right to be accompanied by a colleague or trade union representative at this meeting. The Grievance Appeals Committee will normally consist of the Chairman of the Parish Council and two other councillors with any councillor involved in the grievance or earlier hearing excluded.

After the meeting the Chairman will give the committee's decision in writing, normally within 24 hours. The Grievance Appeal Committee's decision is final.

### **Councillors' grievances**

A similar procedure will be followed where a parish councillor has a grievance except that the complainant should normally take up the matter with Chairman of the Parish Council. If the grievance is against the Chairman, it is the Parish Clerk that takes the lead.

***Adopted by Council on 7<sup>th</sup> October 2019***