



Nailsworth Town Council

Grievance Policy

1. Policy for Considering Grievances

- 1.1 The Council recognises that individual employees or groups of employees may, from time to time, feel aggrieved about an aspect of their employment and accepts that each employee has the right to raise this grievance and to expect that the Council will consider it and respond.
- 1.2 The purpose of the accompanying procedure is to provide a framework for dealing promptly and fairly with such grievances. The aim is to resolve grievances as near as possible to their point of origin.
- 1.3 Matters appropriately dealt with under the Council's grievance procedure include all questions relating to the individual rights of employees in respect of their employment other than:
 - Grievances lodged outside of the time limits set out in the accompanying procedure unless with the agreement of the Town Clerk or in the case of the Town Clerk, the Town Mayor.
 - Grievances which have already been considered in accordance with the procedure.
 - Grievances arising from a disciplinary or capability process in which the employee is already involved.
 - Grievances in respect of issues over which the Council has no control e.g. External legislation.
 - Grievances which are already the subject of a collective grievance or dispute.
- 1.4 The timescales shown in the accompanying procedure may be altered by mutual agreement.
- 1.5 This policy and the accompanying procedure will be subject of a periodic review. Responsibility for conducting this review will rest with the Personnel Committee.

2 Informal Grievance Procedure

- 2.1 In the interests of maintaining good working relations the employee is encouraged to first discuss any grievance with his/her line manager with a view to resolving the matter informally. In the case of the employee being the Town Clerk the grievance should be raised with the Town Mayor.
- 2.2 The line manager should consider and seek to resolve the grievance within **10 working days**. Ideally resolved through a facilitated meeting of all the parties involved. Whether or not this proves possible, the line manager should in every case inform the employee of their decision and, if appropriate, any action taken.
- 2.3 Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.
- 2.4 If the employee is not satisfied with the result of the informal process they can take the matter up with the Chair of the Personnel Committee, stating the nature of the grievance. This should be done within **10 working days**. If the employee feels that this is not appropriate or he



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or she wishes to pursue a formal grievance they should follow the procedure detailed below.

3 Formal Grievance Procedure

- 3.1 The employee must set out his/her grievance in writing (Statement of Grievance) and this should be presented to the Chair of the Personnel Committee.
- 3.2 Once the Chair of the Personnel Committee has had a reasonable opportunity to consider its response to the information provided in the Statement of Grievance the employee will be invited to attend a grievance meeting to discuss the matter with at least two other personnel committee members.
- 3.3 The employee must take all reasonable steps to attend the meeting normally within **10 working days** of receipt of the statement of grievance.
- 3.4 The employee has the right to be accompanied to a grievance meeting by a trade union representative or colleague as an observer.
- 3.5 If the meeting is inconvenient for either the employee or the companion, the employee has the right to postpone the meeting by up to five days.
- 3.6 A grievance meeting may be adjourned to allow matters raised during the course of the meeting to be investigated.
- 3.7 After the meeting a formal written response to the grievance should be issued within **5 working days** of either the initial or subsequent grievance hearing as appropriate.
- 3.8 If the employee wishes to appeal against the decision this should be submitted in writing within **10 working days** of receipt of the formal written response issued. The employee will be invited to attend a grievance appeal meeting with The Town Mayor and another member of the Personnel Committee who has not previously been involved. After the grievance appeal meeting the panel will consider the appeal within **20 working days** of receipt of the written appeal and inform the employee of the final decision in writing.
- 3.9 There is no further right of appeal.

4 Grievance Procedure for former employees

If an ex-employee wishes to raise a grievance, he or she must set out their grievance and the basis for that grievance in writing to the Chair of the Personnel Committee and the formal route as above will be followed. If the matter is referred to ACAS at any stage then the Council's insurer must be advised.



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