

Edwinstowe Parish Council

Working to make a difference



Clerk – Alice Dunn

GRIEVANCE PROCEDURE

This **ACAS Code of Practice** on disciplinary and grievance procedures gives practical guidance for handling these issues in the workplace.

Informal Grievances

If a member of staff feels that they are unhappy with an element of their employment with the Council they should initially discuss the matter with the Clerk on an informal basis.

If the Employee feels uncomfortable about talking to the Clerk about their concerns, they should be able to approach the Chair of HR Committee or in their absence, the Vice Chair of HR. Most issues should be able to resolved through informal discussion. A record of the informal meeting and outcome must be kept in the employee's file.

Mediation

In the event that an employee is unhappy with the outcome of the Informal meeting, or either party do not feel that issues are being addressed effectively, they can request that the matter be subjected to mediation.

This will involve the use of a third-party mediator. The mediator will be agreed by the Chair of the HR Committee and the complainant. In its simplest form, mediation will involve the mediator talking to party both parties individually, to listen to their side of the issue. If the mediator feels that a resolution to the problem is possible, a meeting will be arranged between all parties at which the mediator will set out their assessment of the issues and invite both parties to reach their own resolution.

The resultant action plan should have the agreement and support of both parties, be set out in writing and be signed by all involved in the mediation process.

Formal Grievances

In the case of grievances not being fully resolved by the informal / mediation approach, a formal approach to the Chair of the HR Committee is required, preferably in writing and stating clearly that the employee wishes the matter to be addressed as a formal grievance. An employee's formal grievance should set out the nature of the grievance in as much detail as reasonably possible, and state what their desired outcome would be.

As a consequence a formal meeting will be held between the employee and a grievance panel to address the matter.

This meeting will be arranged as soon as reasonably possible. A letter of invitation to a formal grievance hearing will be sent to the employee, usually within seven days of management receiving the employee's grievance.

At this meeting employees are entitled - and encouraged - to be accompanied by a work colleague from the Parish Council, a trade union representative or a friend.

Employees will be informed in writing of the outcome of the meeting within seven days.

If the employee making the grievance is unhappy with the response to the meeting, they can issue an appeal. Details of the appeal procedure are given below.

Employees submitting an appeal must make it clear that they are appealing against the outcome of the grievance meeting and set out the reasons for their appeal.

Once the Parish Council have received notice of the employee's decision to appeal, they will follow the appeal procedure detailed below.

Appeal Procedure

Employees have the right to appeal against a decision made at any stage of the formal disciplinary procedure, the outcome of a grievance hearing, or dismissal caused by redundancy or sickness.

Appeals should be made to the Chair of the Council, preferably in writing and within a reasonable timescale following the action the employee is appealing against. A reasonable timescale would normally be no longer than a week. Appeals made after one week will be considered if the employee has a reasonable explanation for having taken so long.

Employees submitting an appeal must make it clear to the Chair of the Council that they are appealing against the decision affecting them and set out the reasons for their appeal.

A formal appeal hearing, involving the employee and the Parish Council will be held within fourteen days of receipt of the appeal request. At this meeting employees are entitled - and encouraged - to be accompanied by a work colleague from the Council, a friend or a trade union representative. The appeals panel should not include any person involved in the original decision. The purpose of the appeals panel is to review all processes carried out, ensure all parties have been dealt with fairly and to review new information not considered in the original decision. The Appeals Panel will either uphold or amend the decision of the grievance panel. The outcome of the Appeals procedure is final.

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