

Arne Parish Council

GRIEVANCE PROCEDURE

Definition

Grievance is defined as an issue which is not a disciplinary matter but is causing discontent to the staff member. It is essential that a procedure is in place for dealing with grievances and that, for the smooth working of the Parish Council's administration, they are not allowed to continue without being resolved

Procedure

1. Where an employee is aggrieved on any matter (other than the grading of his/her post for which there is a separate procedure) he/she should discuss the matter with his/her immediate superior – the Parish Clerk. If it is the Parish Clerk, then his/her immediate superior would be the Chairman.
2. The Parish Clerk (or Chairman) should reply orally to the grievance as soon as possible, and in any case, within seven days.
3. If the complainant is dissatisfied with the reply he/she can – if they so wish – report the grievance to his/her trade union representatives, or a representative of his/her choice or deal with the matter personally and raise the matter orally or in writing with the Chairman. The Chairman may, at his/her discretion, call a meeting of the Parish Council to consider the matter.
4. The Chairman is to reply to the complainant or, if the complainant agrees, to his/her trade union representative/ personal representative of his/her choice within seven days of the matter being considered.
5. If the grievance is not resolved at this stage to the satisfaction of the complainant, the complainant or his/her representative, shall submit the grievance in writing to the Chairman of the Parish Council, at the same time giving a copy of the written submission to the Parish Clerk (if appropriate).
6. The Chairman of the Council (or his/her representative) will arrange a meeting in consultation with the Parish Clerk (if appropriate) within ten working days with the interested parties and, if desired, with the trade union or personal representative.
7. As soon as possible after this meeting, the Chairman of the Council (or his/her representative) will confirm the decision via the Parish Clerk (if appropriate) in writing.
8. If the employee continues to be aggrieved in respect of his/her original complaint, the Parish Council should try and settle the matter, wherever practicable.
9. Once the matter is referred to a meeting of the Parish Council, a decision is to be made having full regard to the recommendations Chairman. The decision of the Parish Council will be the final decision in the matter and the employee is to be informed as soon as possible after the meeting.
10. All stages of this procedure shall be effected as speedily as possible in the interests of both management and employees. The time limits referred to above shall be complied with or, if this is not possible, a written explanation will be given to the aggrieved employee within the

time stated as to why a further extension is necessary. The parties may on occasion and by mutual agreement modify the time limits referred to within the above procedure.

Note: This procedure shall not exclude the following possibilities:

- (a) That the employee and his/her representative approach the Parish Clerk in the first instance;
- (b) That the employee be represented or be without representation;
- (c) That a group of employees be represented by a trade union official or by a Committee; or that the procedure shall be available to a group of employees sharing a grievance.