

# Reepham Town Council

## Grievance Policy

The Council recognises the value of good working relations and hence the need for a fair, speedy and consistent process for enabling employees to raise grievances, have them heard and for matters arising from grievances to be resolved in an appropriate and speedy manner.

### Grievance Procedure

#### 1. Informal process.

An employee should first raise their grievance verbally or in writing with the Chair of the Council. The Chair will delegate a person to attempt to resolve the matter by informal discussion and to respond to the employee in writing and as soon as possible, preferably within five working days.

A Member of the Personnel Committee will keep a record of verbal and written grievances, the resolutions suggested, the Council's actions and responses.

It is expected that most grievances will be resolved at the informal stage. When a matter cannot be resolved informally, an employee can instigate the formal procedure.

#### 2. Formal process.

The employee must submit their grievance in writing to the Chairman of the Council who will convene a meeting of three members of The Council within 15 working days. Where possible different people will be involved at the informal and formal stage.

The meeting will hear the cases put forward by the employee and from the person who undertook the initial informal process, question them and any witnesses or people considered appropriate, and examine any relevant materials.

The employee must take all reasonable steps to attend this meeting but may, if necessary, postpone the meeting for up to five working days.

The employee may be accompanied at the meeting. With the employee's consent, the companion may address the meeting, respond to points raised, and confer with the employee.

If the meeting decides there is insufficient evidence to reach a conclusion, it will adjourn to allow for further investigation. The decision to adjourn the meeting will be conveyed in writing to the employee.

Once the meeting has come to a decision or resolution this will be conveyed to the employee and appropriate people within seven working days.

### **3. Appeals procedure.**

An employee may appeal against a decision if they feel that the decision or resolution of the grievance is wrong or unjust, the correct procedures have not been followed or new information comes to light. The employee is to let the Council know their grounds for appeal in writing within seven working days.

On receipt of an appeal, the Chairman of the Council will convene a meeting within 10 working days. The appeal is to be heard whenever possible by people not involved in the informal or formal processes. The employee must take all reasonable steps to attend this meeting.

The employee may be accompanied at the appeal.

The meeting will hear the case and communicate in writing its decision and suggestions for resolution of a grievance to the parties involved.

The decision of the Appeals meeting is final.

Policy last reviewed 9<sup>th</sup> May 2018 Minute reference TC18/98