STAVERTON PARISH COUNCIL
Policy 018 – Grievance Policy & Procedure

GRIEVANCE POLICY & PROCEDURE

The main aim of the grievance procedure is to allow the clerk an immediate means by which a grievance relating to her/his work can be aired and resolved. Use of this procedure should avoid the unnecessary build up of stress, tension and aggravation by an employee nursing a grievance.
Informal discussion can frequently resolve problems without the need for a written record.
If you do wish your grievance to be formally recorded and investigated please make this clear at the outset, by informing the Chairman in writing.

Rules And Procedures:

• Any grievance you may have, formal or informal, will be dealt with fairly and consistently.
• You will be invited in writing to attend a meeting to discuss your grievance.
• You have the right to be accompanied by a companion during your grievance / appeal meeting.
• You will receive written notification of the outcome of the Grievance meeting.
• You have the right to appeal if you feel the grievance has not been resolved to your satisfaction.
• You will be invited to attend an Appeal meeting in the event that you exercise your right to appeal.
• You will receive written notification of the final decision.

The Council Grievance Procedure Informal Grievance

1. If you have an informal grievance you should raise the matter with the HR Representative.
2. If the HR Representative does not settle your grievance to your satisfaction then you must present a written formal grievance in-line with the Formal Grievance Procedure below.

Formal Grievance Panel

1. If you have a formal grievance you must inform the HR Representative of your grievance.
2. Your written grievance should fully explain the nature and extent of your grievance.
3. You will be invited to attend a Grievance Panel Meeting.
4. You have the right to be accompanied at this meeting by a single companion
5. Your companion will be permitted to confer with you and allowed to address the meeting but not to answer on your behalf.
6. You will have the opportunity to address the meeting, explaining your complaint and how you believe it should be settled.

7. We may need to adjourn the meeting to make further investigations, prior to a final decision.
8. You will receive a written response to your grievance normally within ten working days of the meeting
9. This will detail your right of appeal. If there is a delay in our response you will be notified when you can expect a response and an explanation for the delay.

The Council Grievance Appeal
1. If you are unhappy with the decision of the grievance panel meeting, you have the right of appeal.
2. If you wish to exercise this right you must do so, in writing, within 5 working days stating the grounds for your appeal to the Vice Chairman of the Council.
3. Your appeal will be heard by the Vice Chairman of the Council.
4. You have the right to be accompanied at any Appeal meeting by a single companion.
5. Your companion will be permitted to confer with you and allowed to address the meeting but not to answer on your behalf.
6. You will have the opportunity to address the Appeal meeting, explaining your reason for your appeal and how you believe it should be settled.
7. We may need to adjourn the Appeal meeting to make further investigations, prior to a decision on your grievance appeal.
8. You will receive a written response to your grievance appeal, normally within five working days, which will detail the final decision of your grievance appeal and confirm this is the final stage of the grievance appeals procedure. If there is a delay in our response you will be notified when you can expect a response and an explanation for the delay. This is the final stage of the Grievance Procedure. At every stage of the grievance procedure the Council will ensure that a record of the events and a copy of any documentation is placed on the Clerk's file; that any meetings are recorded and signed by the Employee