



VERWOOD TOWN COUNCIL Grievance Procedure

This Procedure applies to all staff, part time and full time.

The aim of this Procedure is to provide a consistent and fair mechanism for an individual who wishes to raise a grievance at work. The individual has the right to have the grievance investigated in accordance with the procedure outlined below. At all points during the procedure any member of staff has the right to be accompanied by a fellow employee or a trade union official. The aim of the policy is to ensure that employees with a grievance relating to their employment, can use a procedure to resolve grievances as quickly and as fairly as possible.

Stage 1: Informal Resolution

If an employee has a grievance relating to their employment, they should discuss it informally with their immediate line manager or Mayor, preferably within 3 working days of its occurrence. It is hoped that the majority of concerns will be resolved at this stage. The line manager or Mayor should offer appropriate advice and mediation to resolve any conflict at this stage. A report from the line manager or Mayor will be written and a copy kept for two years within the employee's staff file and within the Grievance Committee file.

Stage 2: Formal Presentation

If upon receiving the decision from the Informal Resolution, the employee believes that the grievance has not been resolved satisfactorily, they may make a written presentation, within seven working days of receipt of the decision, to the Mayor of Verwood Town Council. The Mayor will ensure that The Grievance Committee hears the grievance within a further seven working days. The Committee will investigate the grievance using all resources at its disposal and come to a conclusion. The Grievance Committee will then take whatever action is appropriate. A report will be written and a copy will be kept for two years within the employee's staff file and within the Grievance Committee file.

Stage 3: Appeal

If the outcome is not satisfactorily resolved, the applicant may ask that the grievance is referred to the Appeals Committee. (This committee will not have as a member any person on the original Grievance Committee and may seek outside representation if appropriate e.g. District Councillors). The committee will investigate the grievance using all resources at its disposal and come to a conclusion. This conclusion will be final. There will be no further recourse under the Grievance Procedure and the matter will be terminated. A report will be written and a copy kept for two years within the employee's staff file and within the Grievance Committee file.

The Grievance Policy Document

The aim of our Grievance Policy is to resolve any grievance as swiftly and fairly as possible, and to deal with any matter relating to employment with the exception of the outcome of disciplinary proceedings.

An employee has the right to be accompanied by a fellow employee or a trade union official who may speak on behalf of the applicant and ask questions, but not answer questions put to the applicant.

The employee and colleague/representative will be provided with any necessary materials, papers etc.

The Grievance Committee will make every effort to accommodate any person who has special needs if advised of the situation.

An employee has the right to appeal against a decision of the panel.

The Proceedings

- The time and place must be notified and agreed with adequate time to prepare and attend
- The proceedings should not be at a venue which is particularly inaccessible
- Provision should be made for any person with a disability or whose first language is not English
- The proceeding should not be interrupted for any reason (Health & Safety excepted)
- The person accompanying the employee should be notified
- A written record of the proceedings must be kept
- The procedure must be the same for all employees
- The proceedings should not be held in quasi-judicial language or process but be simple to follow and understand, addressing all the facts
- The proceedings should be timely. (Justice is not served by allowing the matter to hang fire)
- Allow for the proceedings to be conducted by an impartial external facilitator

Any employee who presents with a grievance should be encouraged in the first instance to resolve the matter, if possible, by informal discussion with a colleague/senior colleague. Under the Employment Act 2002 this becomes part of a required process of seeking conciliation. Where this matter is difficult then the services of an impartial mediator/arbitrator are recommended.

How the Grievance Committee and Appeal Committees are constituted.

The Mayor or Deputy Mayor of the Council shall constitute a committee of three members to sit on the Grievance Committee. The three members will be selected at random from a list of willing Councillors, who have no connection to the grievance concerned. The Appeal Committee, should it be required, will be constituted in the same manner, excluding those councillors already sitting on the Grievance Committee.

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Responsible Committee	Full Town Council
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