

# Crowhurst Parish Council

## Grievance Policy

Crowhurst Parish Council recognises the need for a fair, speedy and consistent process for any employee of the Council to raise a grievance in connection with their employment and will seek to resolve any matters arising from such a procedure.

### Grievance Procedure

#### 1. Informal stage

- 1.1. An employee must first raise their grievance verbally or in writing with the Clerk of the Council. If the grievance is brought by the Clerk of the Council, this must first be raised verbally or in writing with the Chairman of the Council. If the grievance is about the chairman, then another councillor is approached. The person approached will attempt to resolve the matter by informal discussion and respond to the employee as soon as possible, within five working days at a maximum. The response to a written request will be in writing and a copy kept by the respondent, who will also keep a note of any verbal grievance aired and response given.
- 1.2. If the grievance is against the Clerk of the Council, the complainant should raise the matter informally with the Chairman of the Council who will attempt to resolve the matter and communicate a response in writing to the parties concerned.
- 1.3. It is expected that most grievances will be resolved at the informal stage, and it may be necessary to repeat the procedure to reach a satisfactory conclusion for all concerned.
- 1.4. Where it becomes evident that the matter cannot be resolved informally, an employee can instigate the formal procedure.

#### 2. Formal stage

- 2.1. The employee must submit their grievance in writing to the Chairman of the Council who will instruct the Clerk of the Council to convene a meeting of the Parish Council within 7 working days wherever possible subject also to the availability of the employee's representative.
- 2.2. Any employee of the Council attending such a hearing has the right to be accompanied by a representative of the trade union to which they belong (who may or may not be a work colleague), or by a work colleague, friend or adviser not acting in a legal capacity. The employee should advise the Council who their representative is to be. Whilst the representative can speak at the meeting and ask questions, he or she cannot answer questions for the employee.
- 2.3. Following the recognised agenda for such hearings the Council will hear the cases of both the employee and the person who has sought to resolve the matter informally, if applicable, and question them.

- 2.4. The Council will seek to reach a decision "in camera" and communicate the decision to the parties concerned verbally after the close of the meeting if the parties so wish.
- 2.5. If the Council is unable to make the decision e.g., because of the Council's need to seek further advice or information, the reason for not reaching a decision will be conveyed to the parties concerned.
- 2.6. All matters will be treated confidentially and in line with GDPR policy.
- 2.7. In any event the decision will be conveyed in writing within 7 working days.
- 2.8. If the employee wishes to appeal against the decision of the Parish Council, they must do so in writing to the Chairman of the Council within 10 working days of receipt of the decision notice.
- 2.9. On receipt of such notice of appeal the Chairman of the Council will instruct the Clerk of the Council to convene a meeting of the Parish Council within 7 working days. The Council will hear the case according to their procedures and communicate their decision in writing to the parties concerned.
- 2.10. The decision of the Parish Council or, if there is an appeal, the Appeal Meeting is final.
- 2.11. This policy will be reviewed every 5 years.

