



MARTOCK PARISH COUNCIL

Policy for dealing with grievances

This Policy is in accordance with the model provided by the Somerset Association of Local Councils (SALC) and was adopted by the Council at its meeting on 24 February 2016

1. Policy statement

- 1.1 Martock Parish Council recognises that individual employees or groups of employees may, from time to time, feel aggrieved about an aspect of their employment and accepts that each employee has the right to raise this grievance and to expect that management will consider it and respond.
- 1.2 The purpose of the accompanying procedure is to provide a framework for dealing promptly and fairly with such grievances. The aim is to resolve grievances as near as possible to their point of origin.
- 1.3 Matters appropriately dealt with under the Council's grievance procedure include all questions relating to the individual rights of employees in respect of their employment other than:
 - grievances lodged outside of the time limits set out in the accompanying procedure unless with the agreement of management
 - grievances which have already been considered in accordance with the procedure
 - grievances arising from a disciplinary or capability process in which the employee is already involved and where there is an appeals procedure in place;
 - grievances in respect of issues over which the Council has no control, e.g. external legislation
 - grievances which are already the subject of a collective grievance or dispute.
- 1.4 The timescales shown in the accompanying procedure may be altered by mutual agreement.
- 1.5 The nature and number of grievances raised in accordance with the accompanying procedure will be monitored annually by the Parish Clerk.

2. Procedural guidelines

- 2.1 Where an employee is aggrieved about any matter relating to their employment, they should initially raise the matter informally with their line manager as soon as possible and other than in exceptional circumstances within 20 working days of the incident or event. However employees will be permitted to raise as part of a grievance a series of directly related incidents having a cumulative effect.
 - 2.2 The line manager should consider and seek to resolve the grievance within 10 working days. Whether or not this proves possible, the line manager should in every case inform the employee of his/her decision and, if appropriate, any action taken.
 - 2.3 Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.
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- 2.4 If the employee is not satisfied with the result of the informal process, or if the grievance involves the line manager, they can take the matter up with higher management¹, in writing, stating the nature of the grievance. This should be done within 10 working days.
 - 2.5 Management will arrange a meeting with the employee to discuss the grievance as soon as possible and normally within 10 working days. If, having listened to the employee's submission, management determines that further investigation is required, the meeting will be adjourned for a period during which time management will conduct any necessary research, including, if appropriate, liaising with other parties or commissioning an independent investigation.
 - 2.6 If necessary, an independent party or parties will be brought in to conduct this meeting.
 - 2.7 It is not expected that other parties would attend the reconvened hearing. However, if it is determined by management that their contributions would facilitate consideration of the grievance they will be asked to make themselves available in order that they may respond to any matters raised by the aggrieved individual during the course of the hearing.
 - 2.8 A formal written response to the grievance should be issued within 5 working days of either the initial or subsequent grievance hearing as appropriate.
 - 2.9 If the employee is still aggrieved, there is a right of appeal to three members of the Parish Council who have not previously been involved in the grievance investigation and who are not implicated in any way in the subject of the grievance. The notice of appeal should be submitted in writing within 10 working days of receipt of the formal written response issued by management. The Appeal Panel shall consider the appeal within 20 working days of receipt of the written appeal.
 - 2.10 If necessary the Appeal Panel will be composed of suitably qualified independent individuals from outside of the Parish Council.
 - 2.11 A formal written response to the appeal should be issued within 5 working days.
 - 2.12 There is no further right of appeal.
 - 2.13 An individual raising a formal grievance may be accompanied throughout the process by a trade union representative or colleague of their choice and reasonable preparation for the hearing will be allowed.
- 3. Review**
- 3.1 This policy and the accompanying procedure will be reviewed by the full council biennially.

1 Higher management is defined as:

- The Parish Council's Personnel Sub-Committee, where the line manager of the aggrieved individual is a member of staff.
- The Vice-Chair of the Parish Council, where the grievance involves any member of the Personnel Sub-Committee.