

# **PULBOROUGH PARISH COUNCIL'S GRIEVANCE POLICY**

## **INTRODUCTION**

1. This policy is based on and complies with the 2015 ACAS Code of Practice (<http://www.acas.org.uk/CHttpHandler.ashx?id=1047&p=0>). It aims to encourage and maintain good relationships between the Council and its employees by treating grievances seriously and resolving them as quickly as possible. It sets out the arrangements for employees to raise their concerns, problems or complaints about their employment with the Council. The policy will be applied fairly, consistently and in accordance with the Equality Act 2010.
2. Many problems can be raised and settled during the course of everyday working relationships. Employees should aim to settle most grievances informally with their line manager.
3. This policy confirms:
  - Workers have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. So this would apply where the complaint is, for example, that the employer is not honouring the worker's contract, or is in breach of legislation.
  - The statutory right is to be accompanied by a fellow worker, a trade union representative, or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker. Employers must agree to a worker's request to be accompanied by any companion from one of these categories. Workers may also alter their choice of companion if they wish. As a matter of good practice, in making their choice workers should bear in mind the practicalities of the arrangements. For instance, a worker may choose to be accompanied by a companion who is suitable, willing and available on site rather than someone from a geographically remote location
  - the Council will give employees reasonable notice of the date of the grievance/appeal meetings. Employees and their companions must make all reasonable efforts to attend. If the employee's companion is not available for the proposed date of the meeting, the employee can request a postponement and can

propose an alternative date that is within five working days of the original meeting date.

- any changes to specified time limits must be agreed by the employee and the Council
- an employee has the right to appeal against the decision about his/her grievance. The appeal decision is final
- information about an employee's grievance will be restricted to those involved in the grievance process. A record of the reason for the grievance, its outcome and action taken is confidential to the employee. The employee's grievance records will be held by the Council in accordance with the Data Protection Act 1998
- recordings of the proceedings at any stage of the grievance procedure are prohibited, unless agreed as a reasonable adjustment that takes account of an employee's medical condition
- if an employee who is already subject to a disciplinary process raises a grievance, the grievance will normally be heard after completion of the disciplinary procedure
- if a grievance is not upheld, no disciplinary action will be taken against an employee if he/she raised the grievance in good faith
- the Council may consider mediation at any stage of the grievance procedure where appropriate, (for example where there have been communication breakdowns or allegations of bullying or harassment). Mediation is a dispute resolution process which requires the Council's and the employee's consent.

### **INFORMAL GRIEVANCE PROCEDURE**

4. The Council and its employees benefit if grievances are resolved informally and as quickly as possible. As soon as a problem arises, the employee should raise it with his/her manager to see if an informal solution is possible. Both should try to resolve the matter at this stage. If the employee does not want to discuss the grievance with his/her manager (for example, because it concerns the manager), the employee should contact the chairman of the Finance & Policy Committee or, if appropriate, another member of the Finance & Policy Committee.

### **FORMAL GRIEVANCE PROCEDURE**

5. If it is not possible to resolve the grievance informally, the employee should submit a formal grievance, without unreasonable delay. It should be submitted in writing to the chairman of the Finance & Policy Committee or if not appropriate, the Chairman of the Council and should set out the nature of the grievance.

6. The Finance & Policy Committee will appoint a sub-committee of three members to investigate the grievance. The sub-committee will appoint a Chairman from one of its members. No councillor with direct involvement in the matter shall be appointed to the sub-committee.

### **Notification**

7. Within 10 working days of the Council receiving the employee's grievance, the employee will be asked, in writing, to attend a formal meeting. The sub-committee's letter will include the following:
  - the names of its Chairman and other members
  - a summary of the employee's grievance based on his/her written submission
  - the date, time and place for the meeting. The employee will be given reasonable notice of the meeting which will be within 25 working days of when the council received the grievance
  - the employee's right to be accompanied by a trade union representative, an official employed by a trade union or work colleague
  - a copy of the Council's grievance policy
  - confirmation that, if necessary, witnesses may attend on the employee's behalf and that the employee should provide the names of his/her witnesses at least five working days before the meeting
  - confirmation that the employee will provide the Council with any supporting evidence at least five working days before the meeting.

### **The grievance meeting**

8. At the grievance meeting:
  - the Chairman will introduce the members of the sub-committee to the employee
  - the employee (or companion) will set out the grievance and present the evidence.
  - the Chairman will ask the employee what action does he/she wants the council to take
  - any member of the sub-committee and the employee (or the companion) may question any witness
  - the employee (or companion) will have the opportunity to sum up the case
  - the Chairman will provide the employee with the sub-committee's decision, in writing, within five working days of the meeting. The letter will notify the employee of the action, if any, that the council will take and of the employee's right to appeal
  - a grievance meeting may be adjourned to allow matters that were raised during the meeting to be investigated by the sub-committee.

## The appeal

9. If an employee decides that his/her grievance has not been satisfactorily resolved by the sub-committee, he/she may submit a written appeal to the Finance & Policy Committee. An appeal must be received by the Council within five working days of the employee receiving the sub-committee's decision and must specify the grounds of appeal.
10. Appeals may be raised on a number of grounds, eg:
  - a failure by the Council to follow its grievance policy
  - the decision was not supported by the evidence
  - the action proposed by the sub-committee was inadequate/inappropriate
  - new evidence has come to light since the grievance meeting.
11. The Appeal will be heard by a panel of three members of the Finance & Policy Committee who have not previously been involved in the case. There may be insufficient members of the Finance & Policy Committee who have not previously been involved. If so, the appeal panel will be a committee of three other council members. The appeal panel will appoint a Chairman from one of its members.
12. The employee will be notified, in writing, within 10 working days of receipt of the appeal of the time, date and place of the appeal meeting. The meeting will take place within 25 working days of the council's receipt of the appeal. The employee will be advised that he/she may be accompanied by a trade union representative, an official employed by a trade union or work colleague.
13. At the appeal meeting, the Chairman will:
  - introduce the panel members to the employee
  - explain the purpose of the meeting, which is to hear the employee's reasons for appealing against the decision of the staffing sub-committee
  - explain the action that the appeal panel may take.
14. The employee (or his/her companion) will be asked to explain the grounds of his/her appeal.

15. The Chairman will inform the employee that he/she will receive the decision and the panel's reasons, in writing, within five working days of the appeal meeting.
16. The appeal panel may decide to uphold the decision of the Finance & Policy Committee or substitute its own decision.
17. The decision of the appeal panel is final.

Adopted by Full Council: 19<sup>th</sup> April 2018  
Reviewed by F&P Committee due: 2019

UPDATED FOR ACAS CODE 2015