



North Walsham Town Council

Grievance Policy

1 Aim

It is the Council's aim to provide a means of dealing with any grievance which an employee may have in the course of, and in connection with, his/her employment.

No adverse results or reprisals will be allowed against any employee or his/her appointed representative who feels the need to raise a grievance through this procedure. If the grievance is based on a misunderstanding or misconception this will be explained. If the grievance is well founded the Town Clerk will attempt to rectify the situation and prevent any recurrence.

The aim of this grievance procedure is to provide a fair and consistent process for individual employees to obtain speedy and efficient resolution to problems relating to their employment.

2 Informal Stage

The Council and its employees will benefit, if grievances are resolved quickly and informally. If a problem arises, the employee should raise it with their line manager, to try and resolve the problem. If the employee doesn't want to go to the line manager, they should contact the Chair of Personnel and Standards Committee or, if appropriate another member of the Personnel and Standards Committee

3 Formal Stage

Stage 1 – Statement of grievance

If it is not possible to resolve the grievance informally, the employee may submit a formal grievance. It should be submitted in writing to the Chair of Personnel and Standards Committee, or Vice Chair in their absence.

The Personnel and Standards Committee will appoint a panel to investigate the grievance. No councillor with direct involvement in the matter shall be appointed to the panel.

Stage 2 – Investigation

The sub-committee will investigate the grievance and interview anyone it deems necessary.

Stage 3 – Notification

Within 10 working day of the Personnel and Standards Committee receiving the grievance, the employee will be given in writing the time date and place of the grievance meeting.

The employee will be entitled to be accompanied by a workplace colleague or union representative.

Stage 3 – The meeting

The employee must take all reasonable steps to attend the meeting.

- The Chair will introduce everyone.

- The employee will set out the grievance and present any evidence
- The Chair will ask the employee what action they want the council to take
- The Chair will provide the employee with the panel's decision in writing within 5 working days of the meeting.

Stage 4 – The appeal

If the employee is not happy with the outcome, they can make a written appeal to the Personnel and Standards committee within 5 working days of receiving the decision, they must specify the grounds for appeal.

The appeal will be heard by an appeal panel consisting of three members of the Personnel and Standards Committee that were not on the first panel (if there is not enough committee members other Councillors can be asked to join the panel).

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 receipt of the appeal.

The employee will be entitled to be accompanied by a workplace colleague or union representative. The employee must take all reasonable steps to attend the meeting.

At the meeting:-

- The Chair will introduce everyone.
- The employee will explain the grounds for their appeal and present any evidence
- The Chair will ask the employee what action they want the council to take

The Chair will provide the employee with the appeal panel's decision in writing within 5 days of the meeting.

The decision of the appeal panel is final.