



## **AYLESHAM PARISH COUNCIL**

### **GRIEVANCE POLICY**

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#### **Introduction**

If an employee has a problem ('grievance') at work it's usually a good idea for them to raise it informally first. The employer should respond even if it is raised informally.

A grievance procedure is a formal way for an employee to raise a problem or complaint to their employer.

The employee can raise a grievance if:

- they feel raising it informally has not worked
- they do not want it dealt with informally
- it's a very serious issue, for example sexual harassment or 'whistleblowing'.

This policy sets out the steps to be followed if such instances occur.

#### **Dealing with grievances informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with the Chief Executive Officer. You may be able to agree a solution informally between you.

## **Formal grievance**

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Chief Executive Officer. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your Chief Executive Officer and you feel unable to approach him or her you should talk to the Chair.

The Chief Executive Officer will always follow legal advice and procedure as set out by KALC/NALC.

## **Grievance hearing**

The Chief Executive Officer will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the Chief Executive Officer will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision the Chief Executive Officer will inform you of this and the likely timescale involved.

## **Appeal**

If you are unhappy with the Chief Executive Officer's decision and you wish to appeal you should let you're the Chief Executive Officer know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a representative of KALC/NALC. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the Chief Executive Officer (or KALC/NALC representative) will give you a decision, normally within 24 hours. The Chief Executive Officer's (or NALC/KALC representative's) decision is final.

This is a non-contractual procedure which will be reviewed from time to time.

— policy ends here —

<b>Chair Signature</b>	<b>Print Name</b>	<b>Date</b>
<b>CEO Signature</b>	<b>Print Name</b>	<b>Date</b>

This policy was written and adapted with information from [www.acas.org.uk](http://www.acas.org.uk)

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