

# Avenbury Parish Council

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## Grievance Policy and Procedure

### Introduction

Avenbury Parish Council is committed to maintaining positive working relationships and ensuring that employees have the opportunity to raise and resolve workplace concerns.

A grievance is any concern, problem, or complaint that an employee wishes to raise. This procedure is designed to ensure that grievances are handled fairly, consistently, and as quickly as possible, in line with the ACAS Code of Practice.

This policy applies to all employees of Avenbury Parish Council.

### Aims of the Policy

- Encourage open communication and prevent unresolved concerns
- Resolve issues as close to their origin as possible
- Ensure grievances are taken seriously and handled promptly
- Promote fairness and consistency in decision-making

### Scope of the Procedure

This procedure does not apply to:

- Appeals relating to salary or grading
- Appeals against disciplinary decisions
- Matters relating to tax, national insurance, or nationally agreed pay
- Pension scheme rules
- Issues outside the Council's control

### Informal Procedure

Employees are encouraged to raise concerns informally in the first instance with the Chairman of the Parish Council, where appropriate.

Many issues can be resolved quickly through informal discussion. If this is not suitable, or the issue remains unresolved, the formal procedure should be followed.

### Formal Grievance Procedure

#### Submitting a Grievance

The employee must submit their grievance in writing to the Chairman of the Council.

## Grievance Meeting

- A meeting will normally be arranged within 14 days of receiving the grievance.
- The employee must make reasonable efforts to attend.
- The employee has the right to be accompanied by a colleague, Trade Union representative, or a friend.
- The meeting may be postponed by up to 5 working days if necessary.

## Outcome

- The Council may adjourn the meeting to investigate further if needed.
- A decision will be made within 5 working days of the meeting.
- The outcome will be confirmed in writing.

## **Appeal Process**

If the employee is not satisfied, they must appeal in writing within 5 working days.

- An appeal meeting will be held with three councillors not previously involved.
- The employee has the same right to be accompanied.
- The appeal meeting will usually take place within 7 working days.
- A final decision will be issued within 5 working days and confirmed in writing.

## **Grievances from Former Employees**

Former employees may submit grievances in writing to the Chairman.

- The Council will either respond in writing or invite the individual to a meeting.
- If handled in writing, a response will be issued within 14 days.

## **Confidentiality and Records**

All grievance matters will be handled confidentially.

Records will be kept on the employee's personnel file, including:

- Written grievance
- Decisions
- Appeal documentation

Grievance discussions will be held privately.

## **Responsibilities**

The Council is responsible for managing grievance procedures.

- The Chairmen must refer any potential employment issues to the Council promptly.