

MUNGRISDALE PARISH COUNCIL

GRIEVANCE POLICY

Document history		
Note of changes	Version number	Date of approval and adoption
Approved & adopted	1	11 May 2026
Reviewed		
Reviewed		

Review sheet		
Each entry in the table below summarises the changes to this Policy and procedures made since the last review (if any)		
Version Number	Version Description	Date of Revision
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MUNGRISDALE PARISH COUNCIL – GRIEVANCE POLICY (TAILORED FOR SMALL COUNCIL, NO STAFFING COMMITTEE)

1. Introduction

1. This policy is based on and complies with the ACAS Code of Practice on Disciplinary and Grievance Procedures (2015).
2. It also takes account of the ACAS Guide on Discipline and Grievances at Work and relevant employment law.
3. The aim is to maintain good working relationships by ensuring grievances are taken seriously and resolved promptly, fairly, and consistently.
4. The policy applies to all employees of the Council.
5. Mungrisdale Parish Council has nine councillors and one employee. The Council will apply this policy proportionately and may seek external support where necessary to ensure impartiality and compliance with the ACAS Code.
6. Employees have the right to be accompanied at any grievance or appeal meeting by a workplace colleague, trade union representative, or trade union official.
7. Confidentiality will be maintained throughout the process.
8. Audio or video recording of meetings is not permitted unless agreed as a reasonable adjustment.
9. If a grievance relates to a councillor's conduct, the employee may raise it informally under this policy, but formal complaints about councillor behaviour must be referred to the Monitoring Officer at **Westmorland and Furness Council** under the Code of Conduct regime.
10. The Council has a duty of care to its employees and will take reasonable steps to ensure a safe working environment.

2. Informal Grievance Procedure

11. Most grievances can be resolved informally.
12. The Clerk should raise an informal grievance with the **Chair**.
13. If the grievance concerns the Chair, the Clerk may raise it with the **Vice Chair**.
14. Both parties should attempt to resolve the matter promptly and constructively.
15. If the grievance cannot be resolved informally, the employee may proceed to the formal stage.

3. Formal Grievance Procedure

Submitting a Formal Grievance

16. A formal grievance must be submitted in writing to the **Chair**.
17. If the grievance concerns the Chair, it should be submitted to the **Vice Chair**.

Appointment of a Grievance Panel

18. Upon receipt of a formal grievance, the Council will appoint a **Grievance Panel of three councillors** who:

- have had no prior involvement in the matter
- are not the subject of the grievance

19. If the Council cannot form an impartial panel of three, it may appoint an independent person (e.g., from a neighbouring parish council or CALC).

Investigation

20. The Panel may carry out an investigation if required.
21. The Panel may appoint an independent investigator if the matter is complex or sensitive.
22. Findings will be summarised in writing for use at the grievance meeting.

Notification of the Grievance Meeting

23. The employee will normally be invited in writing to a grievance meeting within **14 calendar days** of the Council receiving the grievance (or completion of any investigation).
24. The notification will include:
- date, time, and venue
 - names of the Panel members
 - right to be accompanied
 - copies of relevant evidence
 - invitation to submit evidence or witness names
 - request for any reasonable adjustments

4. The Grievance Meeting

25. At the meeting:
- The Chair of the Panel will introduce those present
 - The employee (or companion) will present the grievance
 - The Panel may ask questions
 - Witnesses may be heard if appropriate
 - The employee may sum up
26. The meeting may be adjourned to gather further information.

Outcome

27. The Panel will provide a written decision normally within **7 calendar days**.
28. The decision will include:
- findings
 - any action the Council will take
 - the employee's right of appeal

5. Appeal

Submitting an Appeal

29. If the employee is dissatisfied with the outcome, they may appeal in writing within **7 calendar days**, stating the grounds for appeal.

Appointment of an Appeal Panel

30. The Council will appoint an **Appeal Panel of three councillors** who:
 - were not involved in the original grievance
 - are not the subject of the grievance
31. If insufficient councillors are available, the Council may appoint independent persons.

Appeal Meeting

32. The employee will be invited to an appeal meeting normally within **14 calendar days** of receipt of the appeal.
33. The employee has the right to be accompanied.
34. The Appeal Panel will consider:
 - whether the grievance procedure was followed
 - whether the decision was reasonable
 - whether new evidence has emerged
 - whether the action taken was appropriate

Appeal Outcome

35. The Appeal Panel will confirm its decision in writing, normally within **14 calendar days**.
36. The decision of the Appeal Panel is **final**.

6. Code of Conduct Complaints Against Councillors

37. Employees may raise concerns informally under this policy.
38. Formal complaints about councillor behaviour must be referred to the **Monitoring Officer at Westmorland and Furness Council**.
39. Regardless of the route, the Council must take reasonable steps to protect employees from bullying, harassment, or unsafe working conditions.

7. Policy Review

40. This policy will be reviewed every three years or sooner if required by legislation or best practice.