



WELLINGTON TOWN COUNCIL GRIEVANCE POLICY and PROCEDURE

1. Grievance Policy Statement

Wellington Town Council recognises that individual employees or groups of employees may, from time to time, feel aggrieved about an aspect of their employment. It accepts that each employee has the right to raise this grievance and to expect that management will consider it and respond.

The purpose of the accompanying procedure is to provide a framework for dealing promptly and fairly with such grievances. The aim is to resolve grievances as near as possible to their point of origin.

Matters appropriately dealt with under the Council's grievance procedure include all questions relating to the individual rights of employees in respect of their employment other than grievances which:-

- are lodged outside of the time limits set out in the accompanying procedure unless with the agreement of the Town Clerk;
- have already been considered in accordance with the procedure;
- arise from a disciplinary or capability process in which the employee is already involved and where there is an appeals procedure in place;
- relate to issues over which the Council has no control, e.g. external legislation;
- are already the subject of a collective grievance or dispute.

Timescales shown in the procedure may be altered by mutual agreement.

The nature and number of grievances raised in accordance with the procedure will be monitored annually by the Town Clerk.

This policy and procedure will be the subject of periodic review.

Responsibility for conducting this review will rest with the Town Clerk.

2. Grievance Procedure

Where an employee is aggrieved about any matter relating to their employment they should raise the matter informally, with the Town Clerk. This should be done as soon as possible, and other than in exceptional circumstances within **20 working days** of the incident or event. Employees will however be permitted to raise as part of a grievance a series of directly related incidents having a cumulative effect.

The Town Clerk should consider and seek to resolve the grievance within 10 working days. Whether or not this proves possible the line manager should in every case inform the employee of their decision and, if appropriate, any action taken.

Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.

If the employee is not satisfied with the result of the informal process they can take the matter up with the Town Clerk, in writing, stating the nature of the grievance. This should be done within **10 working days**.

The Town Clerk will arrange a meeting with the employee to discuss the grievance as soon as possible and normally within **10 working days**. If, having listened to the employee's submission, or the representations of the person accompanying the employee, the Town Clerk hearing the grievance determines that further investigation is required the meeting will be adjourned for a period not to exceed **10 working days**. During this time the Town Clerk will conduct any necessary research, including, if appropriate, liaising with other parties.

It is not expected that other parties would attend the reconvened hearing. However, if it is determined by the Town Clerk that their contributions would facilitate consideration of the grievance they will be asked to make themselves available, so they may respond to any matters raised by the aggrieved individual during the course of the hearing.

A formal written response to the grievance should be issued within 5 working days of either the initial or subsequent grievance hearing as appropriate.

If the employee is still aggrieved there is a right of appeal to three members of the Staffing and Resources Committee. The notice of appeal should be submitted in writing within **10 working days** of receipt of the formal written response issued by the Town Clerk and should state the grounds for appeal.

An Appeal Panel consisting of 3 Members of the Staffing and Resources Committee will convene an Appeal Hearing within **20 working days** of receipt of the written appeal. Where possible Panel members should not have had previous involvement with the case.

The employee should attend the Appeal Hearing, and be given the opportunity to explain the grounds for appealing the decision of the grievance hearing.

The panel's decision must be advised in writing to the employee within 5 working days of the appeal.

There is no further right of appeal.

An individual raising a formal grievance may be accompanied throughout the process by a trade union representative or colleague of their choice and reasonable preparation for the hearing will be allowed.

If the grievance relates directly to the action or omission of the Town Clerk, the grievance should be submitted in writing directly to the Chair of the Staffing and resources Committee who will investigate and respond to the grievance as outlined above.