

GRIEVANCE PROCEDURE

(This Policy was reviewed by the full Council at its AGM held on 14 May 2025, minute 20/25-26.)

INTRODUCTION

This procedure applies to all employees of the Town Council.

The objectives of the procedure are: -

- To foster good relationships between the Town Council and its employees by discouraging the harboring of grievances;
- To settle grievances as near as possible to their point of origin;
- To ensure the council treats grievances seriously and resolves them as quickly as possible; and
- To ensure that employees are treated fairly and consistently throughout the Town Council.

Matters excluded from this procedure are as follows: -

- Appeals against salary or gradings;
- Appeals against disciplinary actions;
- Income tax, national insurance matters, rates of pay collectively agreed at the national or local level;
- Rules of pension schemes; and
- A grievance about a matter over which the Town Council has no control.

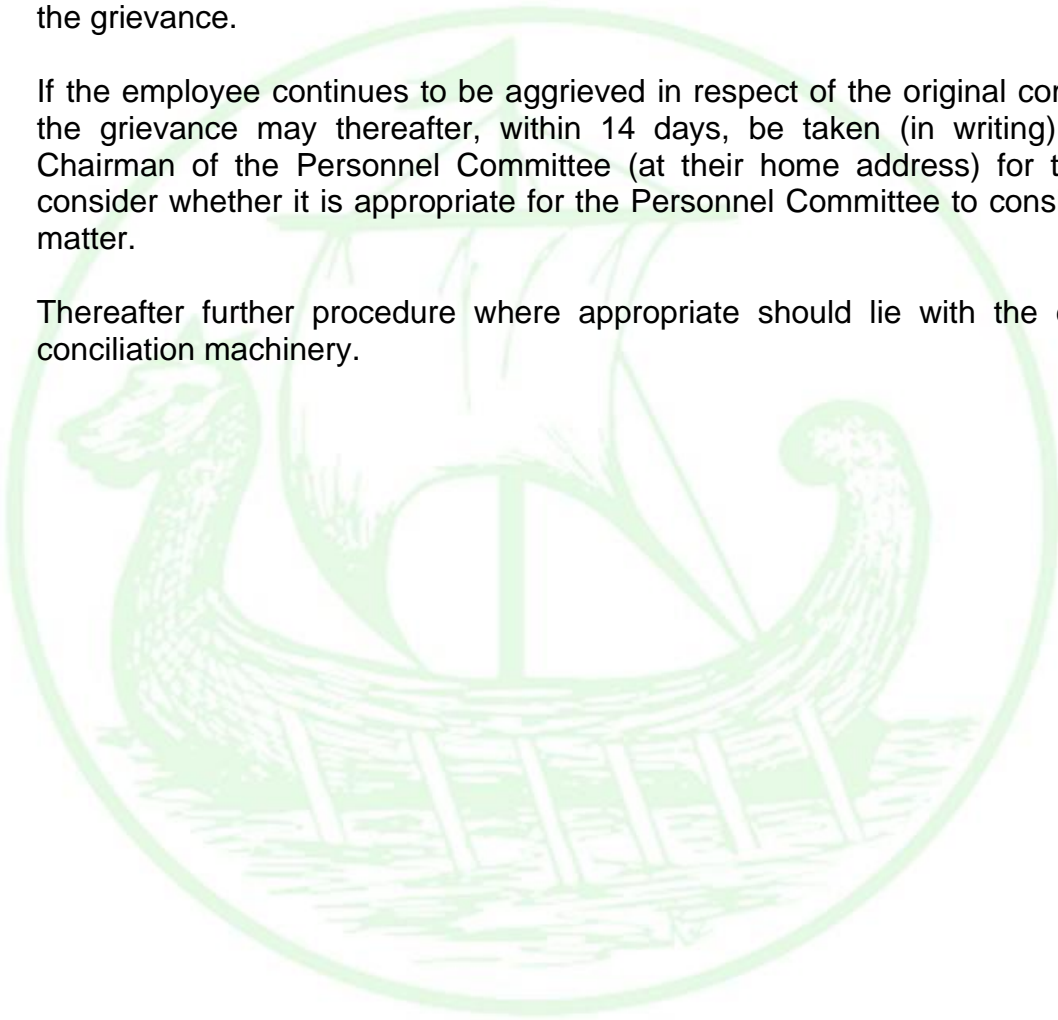
PROCEDURE FOR SETTLING GRIEVANCES

- a) Each employee should be informed that a grievance on relevant subjects should be discussed with the employer's supervisor.
- b) The employee's supervisor should reply orally as soon as possible (and in any case within 7 days).
- c) If the complainant is dissatisfied with the reply the complainant should be allowed to see his or her shop steward/ trade union representative, who may then take up the matter with the supervisor.
- d) It is recommended that both initial steps should be kept at the supervisor level. Should this be impracticable the Town Clerk (or if the Town Clerk agrees, another Senior Officer) should be specified in the agreement by name or by reference to his or her post.

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- e) If the employee continues to be aggrieved, the grievance should be submitted to the Town Clerk. The grievance may be put in writing on a form to be provided and available for the purpose. The employee or the employee's representative should keep at least one copy.
- f) The Town Clerk (or if the Town Clerk agrees, another Senior Officer) should, as soon as is practical, arrange a meeting with the interested parties.
- g) As soon as possible after this meeting, the Town Clerk should confirm the decision in writing. The Town Clerk (or an officer responsible at a further stage in the procedure) may refer the matter back with appropriate comments or reject the grievance.
- h) If the employee continues to be aggrieved in respect of the original complaint, the grievance may thereafter, within 14 days, be taken (in writing) to the Chairman of the Personnel Committee (at their home address) for them to consider whether it is appropriate for the Personnel Committee to consider the matter.
- i) Thereafter further procedure where appropriate should lie with the existing conciliation machinery.



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RECORD OF GRIEVANCE FOR TRANSMISSION TO SENIOR OFFICER.

Employee' s Name:

Nature and details of grievance:

