

GRIEVANCE POLICY

HONITON TOWN COUNCIL

1. PURPOSE AND SCOPE

It is the policy of the Honiton Town Council to give employees the opportunity to air and seek redress for any individual employment grievance which they may have. Grievances may be any concerns, problems or complaints employees wish to raise with the Council. This document describes the procedure which aims to facilitate a speedy, fair and consistent solution to an individual employee's employment grievance. This procedure is produced in line with the ACAS Code of Practice 2009 as set out in the Employment Act 2008.

2. PRINCIPLES

- a) At every stage in the procedure the employee shall be given the opportunity to state his or her case before any decision is made.
- b) Grievances shall be dealt with promptly and consistently
- c) At all formal stages the employee shall have the right to be accompanied by a work colleague or trade union representative during the Grievance Hearing.
- d) An employee shall have the right to appeal against any outcome of a Grievance Hearing.
- e) At no time shall an employee be penalised or victimised for having raised a grievance against the Council

3. PROCEDURE

3.1 Wherever possible, any grievance should be raised informally with the employee's line manager, or if this is inappropriate with the next level of management. In the case of the Clerk to the Council raising a grievance this should be directed to the Chairman or Mayor of the Council unless the complaint is about the Chairman or Mayor in which case another Member can be identified to handle the Clerk's concerns. The recipient of the grievance should share the grievance with the Executive Committee and the issues should be treated with discretion and confidentiality at all times.

3.2 Written Statement: If the employee does not consider it appropriate to raise the grievance informally, or if requested by the person the employee spoke to informally, then the employee should submit a formal grievance in writing to the Chairman of the Executive committee.

3.3 Meeting or Hearing: Generally, within a reasonable period of time e.g. five working days of receipt of a written complaint, the Chairman of the Executive Committee will arrange a meeting with the employee. The Chairman of the Executive Committee shall endeavour to make the

GRIEVANCE POLICY

HONITON TOWN COUNCIL

meeting arrangements mutually convenient and will arrange a confidential location, free from interruptions. The Executive Committee shall investigate the substance of the complaint and hear submissions from the employee concerned together with such other submissions or evidence as it shall consider appropriate and take such steps as it shall consider necessary to resolve the issue raised. It may be necessary to adjourn the meeting in order for an investigation to take place. Careful consideration of the evidence and the necessary steps required to resolve the problems will be given to the grievance. The employee may call witnesses by prior arrangement with the Executive Committee. There is no right for a Member or employee implicated in an employee's grievance to cross examine the aggrieved during a grievance hearing but the Executive Committee may wish to make its own investigations through interviewing these individuals and/or other witnesses separately. The Executive Committee may ask the employee what he or she would like to happen as a result of raising the grievance and bear this in mind when preparing the response.

3.4 Response: The Chairman of the Executive Committee shall advise the decision to the employee in writing and, where appropriate, include an action plan to assist in the resolution of the problem. It is the policy of the Council that discussions between both parties should be entered into with the express purpose of resolving the matter through a process of mediation seeking conciliation. Where necessary the Council will seek the services of an external expert to forward this process to reach a conclusion satisfactory to both parties in the dispute.

3.5 Appeal: If the employee is dissatisfied with the decision of the line manager on his/her complaint, s/he may appeal against the decision to the Chairman/Mayor or other elected Member by written notice within five working days of the decision. An Appeal may be raised if:

- The employee thinks the finding, or action plan, is unfair
- New evidence has come to light
- The employee thinks that the procedure was not applied properly

On receipt of the Appeal the Council shall appoint an Appeals Panel that shall arrange to meet and consult with the employee, the line manager or Members concerned and any other persons, as it shall consider appropriate without unreasonable delay. The Appeals Panel Chairman shall consider the issues and shall then take all such steps, as s/he may consider necessary to resolve those issues. Where the Council's Chairman or Mayor has chaired the initial grievance meeting the Vice Chair or Chair of another committee shall chair the Appeals Panel; the decision of the Appeals Panel shall be final. The Council shall ensure that the Members involved in the hearings

GRIEVANCE POLICY

HONITON TOWN COUNCIL

are able to act impartially and reasonably at all times. The outcome of the Appeal shall be conveyed to the employee in writing in a timely manner.

3.6 Bullying or Harassment: If a grievance concerns alleged bullying or harassment the matter should be reported promptly to the employee's Line Manager, or the Chairman of the Executive Committee if more appropriate, with an indication of the required action. The complaint shall then be investigated and any action taken and any resolution achieved shall be reported back. If the solution is not satisfactory to the complainant, the matter shall be discussed further and, if appropriate, an alternative solution agreed. The decision at this stage will generally conclude the enquiry. If a further appeal or review is available the employee shall be notified. As a result of an investigation into a claim of harassment, disciplinary action may be instigated against any alleged perpetrators of the action or, in the case of alleged perpetrators being elected Members, a Code of Conduct complaint lodged by the council through the Standards process.

3.7 Right to be Accompanied: At any formal stage of the procedure an employee may be accompanied by a fellow employee of their choice or their trade union representative or official of a trade union (appropriately accredited) but as this is an internal procedure they will not be entitled to be accompanied by any external supporter e.g. partner, parent, solicitor etc. This right to be accompanied is enshrined in the Employment Relations Act 1999. To exercise this right the employee should make a reasonable request. The companion will be allowed to address the hearing, put and sum up the employee's case, respond to views expressed at the hearing and to confer with the employee during the hearing (sometimes in an adjournment) but is not allowed to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employee/employer from explaining their case.

At any formal meeting under this policy, an employee shall have the right to be accompanied by a person to take notes on their behalf.

3.8 Confidentiality: So far as is reasonably practicable, Honiton Town Council shall keep any grievance or complaint of harassment confidential between the members of the Executive Committee, the line manager, the employee and the person about whom the grievance or complaint is made. If it is necessary to investigate the matter with any other employee or person, the employee will be so advised.

GRIEVANCE POLICY

HONITON TOWN COUNCIL

3.9 Record Keeping: In all cases, written records of the nature of the grievance raised, the employer's response, action taken (with reasons), details of any appeal and subsequent developments will be retained and kept in accordance with the Data Protection Act 1998.

3.10 Grievances raised during Disciplinaries

In some circumstances when a disciplinary process has commenced an employee chooses to exercise his/her right to raise an internal grievance about the employment relationship with the Council or individual Members. In line with ACAS advice, disciplinary matters shall be placed on hold until grievances have been aired and actions towards a resolution have been progressed. In exceptional circumstances it may be pragmatic to deal with the two disputes concurrently but specialist advice shall be sought if this arises.

4. REVIEW

Honiton Town Council will review its disciplinary policy through its Policy committee at least every three years.

Signed:..... Chairman of the Council

Signed:..... Town Clerk

Dated:.....