

LANDFORD PARISH COUNCIL STANDARD OPERATING PROCEDURE

TITLE	Grievance Procedure
NUMBER	HR 6
DATE EFFECTIVE	13 March 2019
DATE LAST REVISED	June 2024
DATE OF MEETING	10 th July 2024

1. INTRODUCTION

This procedure applies to all employees, casual workers, temporary staff and Councillors of Landford Parish Council (“the Council”). The objectives of the procedure are to:

- Foster good relationships between those working with and for the Council by discouraging the harbouring of grievances;
- Settle grievances as near as possible to their point of origin;
- Ensure the Council treats grievances seriously and resolves them as quickly;
- Ensure that individuals are treated fairly and consistently.

Matters excluded from this procedure include:

- Appeals against salary or grading;
- Appeals against disciplinary actions;
- Income tax, national insurance, rates of pay collectively agreed at the national or local level;
- Rules of pensions scheme;
- A grievance about a matter over which the Council has no control.

2. INFORMAL GRIEVANCE PROCEDURE

In the interests of maintaining good working relations, the individual is encouraged to first discuss any grievance with his/her line manager and/or the Chair of the Council with a view to resolving the matter informally. If the individual feels this is not appropriate or he/she wishes to pursue a formal grievance, he/she should follow the procedure detailed in Section 3.

3. FORMAL GRIEVANCE PROCEDURE

Grievance Meeting

- 3.1. The individual must set out his/her grievance in writing (“Statement of Grievance”) and provide a copy to his/her line manager and/or the Chair of the Council.
- 3.2. The HR Group will then appoint a person to Chair the grievance hearing.
- 3.3. The Chair will then invite the individual to a meeting which is his/her opportunity to explain the problem and how he/she thinks it could be resolved. The individual must take all reasonable steps to attend the meeting.
- 3.4. The grievance meeting will normally be convened within 14 days of the Council receiving the Statement of Grievance. The individual has a right to be accompanied by a companion or by a Trade Union representative. If this meeting is inconvenient for either the individual or his/her companion, the individual has the right to postpone by up to 7 working days.
- 3.5. The grievance meeting may be adjourned to allow matters raised to be investigated, and a subsequent meeting may be called by the Chair.
- 3.6. After the grievance meeting, or subsequent meeting, the individual will be informed of the outcome normally within 7 working days. The outcome of the grievance will be confirmed to the individual in writing.

Grievance Appeal Meeting

- 3.7. If the individual wishes to appeal against the Council’s decision, he/she must inform the Council within 7 working days of receiving the outcome.
- 3.8. If the individual notifies the Council that they wish to appeal, the individual will be invited to attend a Grievance Appeal meeting. The individual must take all reasonable steps to attend that meeting. The individual has a right to be accompanied by a companion or a Trade Union representative.
- 3.9. A Grievance Appeal meeting will normally be convened within 7 working days of the Council receiving notice that the individual wishes to appeal pursuant to clause 3.7 above. If the meeting time is inconvenient for the individual or his/her companion, the individual may ask to postpone the meeting by up to 7 working days.
- 3.10. After the grievance appeal meeting the individual will be informed of the outcome within 7 working days. The outcome will be confirmed to the individual in writing.

4. GENERAL PROCEDURAL INFORMATION

- 4.1. If an individual's grievance is about the Chair of the Council, he/she should raise the matter with a member of the HR Group. The HR Group will appoint a person to conduct all investigations and any grievance meeting. Any grievance appeal meeting will be conducted by up to 3 members of the Council who do not sit on the HR Group.
- 4.2. A copy of all documentation relevant to the grievance hearing will be placed in the individual's personnel file, if he/she is an employee.
- 4.3. The Council reserves the right to amend this policy at any time.