



## GRIEVANCE PROCEDURE

### Introduction

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

The purpose of this 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 this Grievance Policy include all questions relating to the individual rights of employees in respect of their employment other than:

- Grievances that have already been considered in accordance with the procedure
- Grievances arising from a disciplinary or capability process in which the employee is already involved and where there is an appeals procedure in place
- Grievances in respect of issues over which the Council has no control. e.g. external legislation
- Grievances that are already the subject of a collective grievance or dispute.

The timescales shown in the accompanying procedure may be altered by mutual agreement.

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

This policy and the accompanying procedure will be subject to periodic review.

Responsibility for conducting this review will rest with the HRCommittee.

### Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with the Town Clerk. You may be able to agree a solution informally between you.

Where your grievance is against the Town Clerk and you feel unable to approach him or her you should talk to the Mayor/Chair of the Council.

### Formal grievance

If you are not satisfied with the result of the informal process or, if the matter is serious and you wish to raise it formally, you should set out the grievance in writing to the Town Clerk, who will refer the matter to the HR Committee. You should stick to the facts and avoid language that is insulting or abusive.

If the grievance is against the Town Clerk, the grievance should be submitted in writing directly to the HR Committee.

### **Grievance hearing**

The HR shall, as soon as possible, and in any case within ten working days, arrange a meeting to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

As soon as possible after this meeting and, in any event within five working days, the Mayor/Chair of CTC on behalf of the HR Committee shall confirm its decision on the grievance in writing to you.

Please note, if the HR Committee hearing the grievance determines that further investigation is required - having listened to your submission - the meeting will be adjourned for a period not exceeding ten working days, to facilitate this.

### **Appeal**

If you are not satisfied with the HR Committee's decision and you wish to appeal you should let the Mayor/Chair know, in writing, within ten working days of receipt of the decision.

You will be invited to an appeal meeting, within ten working days, and your appeal will be heard by an Appeals Sub-Committee. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

The Appeals Sub-Committee will be made up of members of the HR Committee and members will be chosen at an appropriate meeting.

After the meeting and, in any event within five working days, the Mayor/Chair of CTC on behalf of the Appeals Sub-Committee will give you a decision. The Appeals Sub-Committee's decision is final. The Appeals Sub-Committee will include the Chair or Vice Chair of the HR Committee and two other committee members.