



Shildon Town Council

Grievance Policy

Adopted	9 March 2020	
Next Review		

Grievance Policy

1 Introduction

The Council promotes and encourages positive working relationships and seeks to create and sustain an environment that is open, inclusive and where employees feel able to raise concerns regarding their employment in an appropriate way with their manager or the Town Clerk as appropriate.

This Grievance policy is designed to ensure that concerns, problems and complaints arising in the course of employment can be raised and resolved quickly and in a fair and reasonable manner.

2 Informal Process

Employees are expected to take responsibility for resolving issues as and when they arise, enabling them to be resolved quickly and informally. In order to achieve this, employees are encouraged to try to resolve issues between themselves in a constructive and collaborative way or raise them with their manager to try to reach an early resolution.

If the matter is not resolved informally or if there are specific circumstances that make the informal route inappropriate, the formal grievance procedure should be followed.

3 Formal Process

The employee must set out their concerns using the Formal Grievance Form (see supporting document A), providing as much information as possible to enable the grievance to be dealt with effectively.

The form should be submitted to the Town Clerk, where the grievance concerns a colleague, or the Chair of the Council, where the grievance concerns the Town Clerk. The employee should retain a copy of the completed form for reference purposes.

If an employee submits a formal grievance without attempting to resolve the situation informally and where there are no specific circumstances that make the informal route inappropriate, the Town Clerk or Chair of the Council, as appropriate, should encourage the employee to participate in the informal process in the first instance.

3.1 Investigation meetings

The Town Clerk will arrange a formal meeting with the employee who submitted the grievance as soon as possible (no longer than 14 working days) of the grievance form being received.

The purpose of the meeting is to:

- Clarify the nature of the grievance
- Identify what further information is needed
- Discuss the employee's proposals for resolving the issues

At the end of the meeting the Town Clerk should give the employee an indication of when they might reasonably expect a response to the grievance.

Where the issues relate to another employee, the Town Clerk will contact the employee and write to them inviting them to a meeting to discuss the matter and enable them to put forward their version of events.

The Town Clerk will also meet with any witnesses who may have relevant information about the issues raised, who they consider appropriate.

Employees are entitled to be accompanied at any meeting in the formal process by either a recognised trade union representative or work colleague of their choice. It is the employee's responsibility to arrange their attendance. If their chosen representative is not available, they may request an alternative date within 5 working days of the original date.

The individual accompanying the employee must not be someone whose presence would prejudice the meeting or who has a conflict of interest, for example somebody affected by the investigation.

3.2 Outcomes

Once the investigation is concluded, the Town Clerk will communicate the outcome to the employee in writing, clearly outlining the reasons for the decision. The employee will not be provided with any information relating to the outcomes of any subsequent action taken against other individuals involved in the process.

4 Appeal

If the employee is dissatisfied with the decision of the Town Clerk, the employee has 14 working days from receipt of this decision to submit an appeal. The employee should appeal, in writing, setting out the grounds of appeal and send it to the Chairman, who will then facilitate the arrangement of a meeting of the Appeal's Committee.

The Appeals Committee constitutes the final forum for consideration of grievance issues.

The Council complies with all relevant statutory obligations. The Council privacy notice provides more specific information on data collected and how it is handled, a copy of which can be accessed by contacting the Town Council directly.

If you have any concerns about how your data is handled, please contact either the Town Council or the [Information Commissioner's Office](#)