

HAMBLETON PARISH COUNCIL GRIEVANCE PROCEDURE

1. INTRODUCTION

- a) It is the policy of the 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 2015. This procedure applies to all employees of the Council. Employers would be well advised to keep a written record of any disciplinary or grievance cases they deal with.
- b) The objectives of the procedure are:
 - i) To foster good relationships between the council and its employees by discouraging the harbouring of grievances;
 - ii) To settle grievances as near as possible to their point of origin;
 - iii) To ensure the Council treats grievances seriously and resolves them as quickly as possible;
 - iv) To ensure that employees are treated fairly and consistently.
- c) Matters excluded from this procedure are as follows: -
 - i) Appeals against salary or gradings;
 - ii) Appeals against disciplinary actions;
 - iii) Income tax, national insurance matters, rates of pay collectively agreed at the national or local level;
 - iv) Rules of pension schemes; and
 - v) 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 employee is encouraged to first discuss any grievance with the Clerk [or in the case of any grievance relating to the clerk with the Chairman of the Parish Council], with a view to resolving the matter informally if appropriate. If the employee feels that this is not appropriate or he or she wishes to pursue a formal grievance they should follow the procedure detailed below.

3. Formal Grievance Procedure

If it is not possible to resolve a grievance informally employees should raise the matter formally and without unreasonable delay with the Clerk or the Chairman or someone who is not the subject of the grievance. This should be done in writing (Statement of Grievance) and should set out the nature of the grievance.

Hold a meeting with the employee to discuss the grievance

1. The Parish Council should arrange for a formal meeting to be held without unreasonable delay after a grievance is received. The meeting should normally be held within 14 days of receiving the statement of grievance.
2. Employers, employees and their companions should make every effort to attend the meeting. Employees should be allowed to explain their grievance and how they think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary.

Allow the employee to be accompanied at the meeting

1. Workers have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. So this would apply where the complaint is, for example, that the employer is not honouring the worker's contract, or is in breach of legislation.
2. The statutory right is to be accompanied by a fellow worker, a trade union representative, or a friend. Employers must agree to a worker's request to be accompanied by any companion from one of these categories. Workers may also alter their choice of companion if they wish.
3. To exercise the statutory right to be accompanied workers must make a reasonable request. What is reasonable will depend on the circumstances of each individual case. A request to be accompanied does not have to be in writing or within a certain time frame. However, a worker should provide enough time for the employer to deal with the companion's attendance at the meeting.

Workers should also consider how they make their request so that it is clearly understood, for instance by letting the employer know in advance the name of the companion where possible and whether they are a fellow worker or trade union official or representative.

4. If a worker's chosen companion will not be available at the time proposed for the hearing by the employer, the employer must postpone the hearing to a time proposed by the worker provided that the alternative time is both reasonable and not more than five working days after the date originally proposed.
5. The companion should be allowed to address the hearing to put and sum up the worker's case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing. The companion does not, however, have the right to answer questions on the worker's behalf, address the hearing if the worker does not wish it or prevent the employer from explaining their case.

Decide on Appropriate Action

1. Following the meeting decide on what action, if any, to take. Decisions should be communicated to the employee, in writing in 5 working days and, where appropriate, should set out what action the employer intends to take to resolve the grievance. The employee should be informed that they can appeal if they are not content with the action taken.
2. Where an employee feels that their grievance has not been satisfactorily resolved they should appeal. They should let their employer know the grounds for their appeal in writing and within 5 working days of receiving the decision.
3. Appeals should be heard without unreasonable delay and at a time and place which should be notified to the employee in advance. The appeal should be dealt with impartially and by three members of the Parish Council who did not sit on the Staffing Committee or has not previously been involved in the case.
4. Workers have a statutory right to be accompanied at any such appeal hearing.
5. After the appeal meeting, the employee will be informed of the Council's final decision within 5 working days. [The meeting may be reconvened for this purpose]. The Council's decision will be confirmed to the employee in writing.

Overlapping grievance and disciplinary cases

Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

Reviewed and approved at a meeting held on 6th October 2026

Signed:
Chairman

Date: