

WINDERMERE TOWN COUNCIL

GRIEVANCE POLICY

Adopted by Full Council on 8th August 2018, due for revision August 2020

PURPOSE

The Council recognises that an individual employee may feel aggrieved about an aspect of their employment and has the right to raise this grievance and to expect that members will consider it and respond. The purpose of the accompanying 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.

INTRODUCTION

Matters to be dealt with under the Council's grievance procedure include all questions relating to the individual rights of an employee in respect of their employment other than those:

- lodged outside of the time limits set out in the accompanying procedure unless with the agreement of the Council;
- which have already been considered in accordance with the procedure;
- arising from a disciplinary or capability process in which the employee is already involved and where there is an appeals procedure in place;
- in respect of issues over which the Council has no control e.g. external legislation;
- are already the subject of a collective grievance or dispute.

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

PROCEDURE

Where the Town Clerk is aggrieved about any matter relating to their employment they should raise the matter informally with the Mayor as soon as possible. Any other employees should raise the matter with the Clerk. Other than in exceptional circumstances, the matter should be raised within 20 working days of the incident or event. However employees will be permitted to raise as part of a grievance a series of directly related incidents having a cumulative effect.

Informal resolution : The Mayor or Clerk should consider and seek to resolve the grievance within 10 working days by meeting with the Clerk or employee to discuss. Should the Mayor or Clerk determine that further investigation is required, the case will be adjourned for a period not to exceed a further 10 working days during which time the Mayor or Clerk will conduct any necessary research, including, if appropriate, liaising with other parties. The Mayor or Clerk should aim to inform the employee of the decision in writing within 5 working days and, if appropriate, any action taken.

The employee may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.

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Further hearing : If the employee is not satisfied with the result of the informal process they can take the matter up with the Full Council in writing, stating the nature of the grievance. This should be done within 10 working days. Full Council will appoint 3 Councillors (not including the Mayor if the employee is the Clerk), to hear the appeal. The three Councillors will agree a chairman and arrange a date for a hearing as soon as possible.

Once the hearing has taken place, a formal written response to the grievance should be issued within 5 working days. It is not expected that other parties would attend the hearing. However, if it is determined by the chairman that their contributions would facilitate consideration of the grievance they will be asked to make themselves available.

An individual raising a formal grievance may be accompanied throughout the process by a trade union representative or colleague of their choice and reasonable preparation for the hearing will be allowed.

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