Collingbourne Kingston
Parish Council

GRIEVANCE POLICY

19/11/2025-VC-GP-01

GRIEVANCE POLICY

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Note: This is the controlled version of the Sickness Absence document which is intended to be viewed on the Collingbourne Kingston Parish Council website (**www.collingbournekingston.org.uk**). For further details or information concerning this document please contact the Parish Clerk on clerk@collingbournekingston.org.uk			

GRIEVANCE POLICY

Introduction

This policy is based on and complies with the 2015 ACAS Code of Practice

This policy aims to encourage and maintain good relationships between the Council and its employee by treating grievances seriously and resolving them as quickly as possible.
The policy sets out the arrangements for the Council's employee to raise his/her concerns, problems or complaints about their employment with the Council.
The policy will be applied fairly, consistently and in accordance with the Equality Act 2010.
Many problems can be raised and settled during everyday working relationships.
The employee should aim to settle grievances informally with their line manager.

This policy confirms:

• the employee has the right to be accompanied or represented at a grievance meeting or appeal by a trade union representative or colleague. The companion will be permitted to address the grievance/appeal meetings, to present the employee's case for his/her grievance/appeal and to confer with the employee. The companion cannot answer questions put to the employee, address the meeting against the employee's wishes or prevent the employee from explaining his/her case

• the Council will give its employee reasonable notice of the date of the grievance/appeal meetings. Employees and their companions must make all reasonable efforts to attend. If the employee's companion is not available for the proposed date of the meeting, the employee can request a postponement and can propose an alternative date that is within five working days of the original meeting date.

• any changes to specified time limits must be agreed by the employee and the Council

• the employee has the right to appeal against the decision about his/her grievance. The appeal decision is final

• information about the employee's grievance will be restricted to those involved in the grievance process. A record of the reason for the grievance, its outcome and action taken is confidential to the employee. The employee's grievance records will be held by the Council in accordance with the Data Protection Act 2018

• recordings of the proceedings at any stage of the grievance procedure are prohibited, unless agreed as a reasonable adjustment that takes account of the employee's medical condition

• if the employee, is already subject to a disciplinary process raises a grievance, the grievance will normally be heard after completion of the disciplinary procedure

• if a grievance is not upheld, no disciplinary action will be taken against the employee if he/she raised the grievance in good faith

• the Council may consider mediation at any stage of the grievance procedure where appropriate, (for example where there have been communication breakdowns or allegations of bullying or harassment). Mediation is a dispute resolution process which requires the Council's and the employee's consent.

GRIEVANCE POLICY

INFORMAL GRIEVANCE PROCEDURE

The Council and its employee benefit if grievances are resolved informally and as quickly as possible. As soon as a problem arises, the employee should raise it with his/her manager to see if an informal solution is possible. Both should try to resolve the matter at this stage. If the employee does not want to discuss the grievance with his/her manager (for example, because it concerns the manager), the employee should contact another Member of the Committee.

FORMAL GRIEVANCE PROCEDURE

In the case of grievances not being fully resolved at the informal stage, a formal written approach is required to the Council. Therefore, a formal grievance hearing will be held to address the matter, within 28 days of receipt of the employee's letter.

The hearing will be conducted by a panel of between two and three elected Members, (sub-committee), who will be appointed by the Council.

At this meeting the employee is entitled – and encouraged – to be accompanied by a work colleague from the Council or trade union representative. Employees will be informed in writing of the outcome of the meeting within seven days.

If the employee making the grievance is unhappy with the response to the meeting, they can issue an appeal, in writing. This appeal must be submitted within five working days of receiving the response to the original grievance meeting.

Please Note

Any formal grievance complaint which concerns the conduct of a Councillor will be addressed as a Code of Conduct complaint by the Council and will be referred to the District Council's Monitoring Officer.

This Council will not address the employee's formal grievance against an elected Member. It will be addressed by the Monitoring Officer.

Investigation

The sub-committee will investigate the matter before the grievance meeting which may include interviewing others (e.g. councillors or members of the public).

Notification

Within 10 working days of the Council receiving the employee's grievance, the employee will be asked, in writing, to attend a grievance meeting. The sub-committee's letter will include the following:

- the names of its Chairman and other members
- a summary of the employee's grievance based on his/her written submission
- the date, time and place for the meeting. The employee will be given reasonable notice of the meeting which will be within 20 working days of when the Council received the grievance
- the employee's right to be accompanied by a trade union representative or work colleague
- a copy of the Council's grievance policy

• confirmation that, if necessary, witnesses may attend on the employee's behalf and that the employee should provide the names of his/her witnesses at least five working days before the meeting
• confirmation that the employee will provide the Council with any supporting evidence at least five working days before the meeting.

The grievance meeting

At the grievance meeting:

• the Chairman will introduce the members of the sub-committee to the employee
• the employee (or companion) will set out the grievance and present the evidence.
• the Chairman will ask the employee what action does he/she wants the Council to take
• any member of the sub-committee and the employee (or the companion) may question any witness
• the employee (or companion) will have the opportunity to sum up the case
• the Chairman will provide the employee with the sub-committee's decision, in writing, within five working days of the meeting. The letter will notify the employee of the action, if any, that the council will take and of the employee's right to appeal
• a grievance meeting may be adjourned to allow matters that were raised during the meeting to be investigated by the sub-committee.

The appeal

If an employee decides that his/her grievance has not been satisfactorily resolved by the subcommittee, he/she may submit a written appeal to the Chairman. An appeal must be received by the Council within five working days of the employee receiving the sub-committee's decision and must specify the grounds of appeal.

Appeals may be raised on several grounds, e.g.:

• a failure by the Council to follow its grievance policy
• the decision was not supported by the evidence
• the action proposed by the sub-committee was inadequate/inappropriate
• new evidence has come to light since the grievance meeting.

The appeal will be heard by a panel of three members of the staffing committee who have not previously been involved in the case. There may be insufficient members of the staffing committee who have not previously been involved. If so, the appeal panel will be a committee of three members of the Council. The appeal panel will appoint a chairman from one of its members.

The employee will be notified, in writing, within 10 working days of receipt of the appeal of the time, date and place of the appeal meeting. The meeting will take place within 20 working days of the Council's receipt of the appeal. The employee will be advised that he/she may be accompanied by a trade union representative or colleague.

At the appeal meeting, the Chairman will:

• introduce the panel members to the employee

• explain the purpose of the meeting, which is to hear the employee's reasons for appealing against the decision of the staffing sub-committee
• explain the action that the appeal panel may take.

The employee (or his/her companion) will be asked to explain the grounds of his/her appeal.
The Chairman will inform the employee that he/she will receive the decision and the panel's reasons, in writing, within five working days of the appeal meeting.
The appeal panel may decide to uphold the decision of the sub- committee or substitute its own decision.

The decision of the appeal panel is final.

Adopted 