

# **GNOSALL PARISH COUNCIL**

## **STAFF GRIEVANCE PROCEDURE**

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance regarding any aspect of their work or workplace and will be heard by the Clerk to the Parish Council in conjunction with either the Chairman of Council or Chairman of Personnel Committee. The aggrieved employee has the right to representation by a Trade Union Representative or a work colleague.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve Gnosall Parish Council employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

### **Stage 1**

An employee who has a grievance should raise the matter with the Clerk to the Council immediately either verbally or in writing. If the matter itself concerns the Clerk as the employee's immediate manager, then the grievance should be taken to either the Chairman of Council or Chairman of Personnel Committee.

If the Clerk to the Council, Chairman of Council or Chairman of Personnel Committee is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The grievance should be responded to within **2 working days** unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the outcome and give details of who to appeal to if still aggrieved.

### **Stage 2**

In most instances the Parish Council would expect the decision of the person(s) dealing with the grievance to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the person(s) concerned.

The appeal should be made to either the Chairman of Council or Chairman of Personnel Committee, i.e. whichever Councillor did not participate in the initial grievance procedure and it must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing (see appendix 2) and contain the original formal

Grievance form. This Councillor will attempt to resolve the grievance. A formal response and full explanation will be given in writing **within 7 days**.

### **Using mediation**

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of the Parish Council's formal grievance procedure. However if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

## Appendix 1

*To:*

*From:*

Date:

Dear

I wish to take a formal grievance out against:

in line with the Council's Grievance Procedure. The details of my grievance are shown below :

Yours sincerely,

***(Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)***

## Appendix 2

 $To$ 

*From*

Date \_\_\_\_\_

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against \_\_\_\_\_ was heard by \_\_\_\_\_.

I am not satisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Parish Council's Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

*(Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)*