



Agenda Item
18(5).

Grievance Policy

Introduction

Ledbury Town Council recognises that there may be occasions or circumstances when an employee has a concern regarding some aspect of their employment or the behaviour of other employees. It is Ledbury Town Council's policy to encourage staff to resolve these issues at an early stage and, as far as possible, informally. If this fails, or the person affected considers the matter serious enough, it should be raised formally using the Grievance Procedure.

Exclusions

The following matters cannot be considered under the procedure, except where the grievance has arisen out of the misapplication of other staff policies or procedures: -

- Disciplinary matters or appeals
- Matters relating to Income Tax, National Insurance, or any other statutory pay deductions
- Appeals against grading
- Grievance against the Council as a whole in relation to **Stage 3** of this procedure

Time Limits

- The parties to the grievance may, on occasions and only by mutual consent of all parties, modify the time limits referred to in this procedure
- If a grievance is not dealt with within the time limits laid down or modified, the employee will be entitled to move on to the next stage of the procedure
- All time limits referred to are working days and do not include weekends or public and extra statutory holidays

Informal Stage

- An employee who is aggrieved about any matter covered in this procedure should discuss the matter as soon as possible with their supervisor
- If their supervisor is the alleged offender, the matter should be discussed with their supervisor's line manager
- If the Town Clerk is the alleged offender, then the matter should be discussed with the Mayor/Chair of the Resources Committee
- The supervisor, or in appropriate cases supervisor's line manager or the Mayor/Chairman of the Resources Committee should investigate the grievance and seek to resolve the issue informally
- The employee should be advised verbally as soon as possible but no later than 5-working days

Stage 1

- An employee dissatisfied with the reply to the informal stage should put their grievance in writing (with assistance of their Trade Union Representative, or another person of their choice) to their immediate line manager (or the appropriate line managers supervisor)
- Full details of the occurrence, including the date(s), names, witnesses and the nature of the grievance together with the action the employee would wish to see taken should be provided
- The employee should keep copy of the submission
- The immediate superior or other appropriate person should meet the employee and their representative within 5-working days and respond in writing the grievance within 10 working days

Stage 2

If the employee remains dissatisfied with the response they should refer the matter to the Town Clerk within 5-working days or their formal notification unless:-

- (a) The Town Clerk was the person hearing stage 1 when the referral should be made to the Resources Committee
 - (b) The Mayor was the person hearing stage 1 when the referral should be made to the Resources Committee
- A grievance hearing, where the employees may be represented by a Trade Union Representative or another person of their choice, (not their legal representative), will be arranged within 10-working days
 - The outcome of the meeting should be advised to the employee in writing within 5-working days of the hearing

Stage 3

If the employee still remains dissatisfied with the response after stage 2 they should advise the person hearing stage 2 in writing within 5-working days of the response who will arrange :-

- A meeting of the Appeals Committee within 15-working days to consider all the paperwork submitted
- The employee and their Trade Union Representative or person of their choice will be entitled to attend and represent the employee
- The Appeals Committee will consider the case and will advise the employee of their decision within 5-working days of the hearing

The decision of the Appeals Committee is the final stage of the process

Date adopted by the Council-

Date for Review-

