



Sparkwell Parish Council Grievance Policy

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1. Introduction

- 1.1 This policy is based on and complies with the 2015 ACAS Code of Practice. It aims to encourage and maintain good relationships between the Council and its employees by treating grievances seriously and resolving them as quickly as possible. It sets out the arrangements for employees to raise their 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, as amended
- 1.2 Many problems can be raised and settled during the course of everyday working relationships. Employees should aim to settle most grievances informally with their line manager.
- 1.3 This policy confirms:
 - 1.3.1 employees have the right to be accompanied or represented at a grievance meeting or appeal by a companion, trade union representative, or a work 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
 - 1.3.2 the Council will give employees 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.
 - 1.3.3 any changes to specified time limits must be agreed by the employee and the Council
 - 1.3.4 an employee has the right to appeal against the decision about his/her grievance. The appeal decision is final
 - 1.3.5 information about an 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 1998, as amended
 - 1.3.6 recordings of the proceedings at any stage of the grievance procedure are prohibited, unless agreed as a reasonable adjustment that takes account of an employee's medical condition
 - 1.3.7 if a grievance is not upheld, no disciplinary action will be taken against an employee if he/she raised the grievance in good faith
 - 1.3.8 if an employee who is already subject to a disciplinary process raises a grievance, the grievance will normally be heard before the completion of the disciplinary procedure

- 1.3.9 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.
- 1.3.10 For these purposes the Council shall establish a staffing committee comprising the Chair, Vice Chair and HR Representative.

2. Informal Grievance Procedure

- 2.1 It is of advantage to the Council and its employees 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 a member of the staffing committee.

3. Formal Grievance Procedure

- 3.1 If it is not possible to resolve the grievance informally, the employee may submit a formal grievance. It should be submitted in writing to the chairman of the staffing committee.
- 3.2 The staffing committee will appoint a sub-committee of three members to investigate the grievance. The sub-committee will appoint a Chairman from one of its members. No councillor with direct involvement in the matter shall be appointed to the sub-committee.

Investigation

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

Notification

- 3.4 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 25 working days of when the council received the grievance
- the employee's right to be accompanied by a companion, trade union representative, or a work colleague or other person previously agreed,
- 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

3.5 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 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

3.6 If an employee decides that his/her grievance has not been satisfactorily resolved by the sub-committee, he/she may submit a written appeal to the staffing committee. 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.

3.7 Appeals may be raised on a number of 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.

- 3.8 The Appeal will be heard by a panel of three members appointed by the chair of the staffing committee who have not previously been involved in the case. There may be insufficient members of the council who have not previously been involved. If so, the appeal panel will be a committee of three council members who may include members of the staffing committee. If there are insufficient independent members from Sparkwell Parish Council to hear the appeal then members will be drawn from a neighbouring parish council (Shaugh Prior) on a reciprocal basis. The appeal panel will appoint a Chairman from one of its members.
- 3.9 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 25 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 work colleague.
- 3.10 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.
- 3.11 The employee (or his/her companion) will be asked to explain the grounds of his/her appeal.
- 3.12 A representative of the staffing sub-committee will be asked to explain the decision of the sub-committee and why any of the grounds for appeal should not be upheld.
- 3.13 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.
- 3.14 The appeal panel may decide to uphold the decision of the staffing sub-committee or substitute its own decision.
- 3.15 The decision of the appeal panel is final.

4. Appendix A – Procedures where national events prevent face-to-face meetings

If there is a national event which prevents face-to-face meetings, the procedures in this policy stand and must be carried out in a way that follows public health guidelines around social distancing and the closure or phased re-opening of certain workplaces.

If the workplace is open

If all those involved in the procedure can go to a physical meeting, the Council should firstly consider whether a face-to-face hearing can be safely arranged. The Council must follow the government's guidelines on working safely during coronavirus, including carrying out a risk assessment of their workplace.

If the Council goes ahead with a face-to-face meeting, it's important that the employee's chosen companion can also attend the meeting in person if the employee wishes.

If a face-to-face meeting cannot be safely arranged, or if anyone has another reasonable objection to holding the meeting in person, it should be considered whether it's possible to carry out the procedure remotely in a fair way. If this is not possible, it may be appropriate to suspend the meeting.

Carrying out a procedure remotely

Video meetings may need to be used for any investigation interviews and hearings if a procedure is carried out remotely, as long as the procedure is still fair and reasonable.

It's important to consider if:

- everyone involved has access to the technology needed for video meetings, for example the necessary equipment and internet connection
- anyone involved has any disability or other accessibility issues that might affect their ability to use video technology, and whether any reasonable adjustments might be needed
- it's possible to get hold of all the evidence needed for the investigation or hearing, for example records or files that are kept in the office
- any witness statements or other evidence can be seen clearly by everyone involved during an interview or hearing and provided in advance where appropriate
- it will be possible to fairly assess and question evidence given by people interviewed during a video meeting
- it's possible for the person under a disciplinary investigation or who raised a grievance to be fairly accompanied during the hearing

Recording video meetings

The Council should keep a written record of any disciplinary or grievance cases it deals with. Disciplinary or grievance meetings held by video may be digitally recorded with the agreement of everyone involved.

If there's agreement to digitally record a meeting, this must be done in line with data protection law.

The procedures in Appendix A may be overtaken by national government guidance as events unfold.