



OAKHAM TOWN COUNCIL

GRIEVANCE PROCEDURES EMPLOYEES

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1. SCOPE

- 1.1 This grievance procedure is available to all employees of Oakham Town Council except the Town Clerk, or anyone designated by the Council to act in that position, for which another procedure applies. This procedure conforms to the ACAS Code of Practice on Disciplinary and Grievance Procedures.

2. PURPOSE

- 2.1 The object of the grievance procedure is to provide a means for dealing promptly and satisfactorily with any grievance which an employee may have in the course of, and related to, his or her employment. Every attempt will be made to resolve the grievance at the lowest possible level.
- 2.2 This procedure is also available to a group of employees sharing a grievance, who may be represented by a trade union official or by a group of representatives.

3. MEDIATION

- 3.1 Both parties to a grievance may consider the use of an independent mediator to help resolve the dispute. Mediation is a voluntary process and may be used at any stage of the grievance but is usually more effective if used soon after the problem has arisen.

4. PROCEDURE FOR SETTLING GRIEVANCES

4.1 Informal Procedure

- 4.1.1 If an employee has a grievance about his or her employment it should be discussed informally with the Town Clerk or if the grievance is about the Town Clerk, then with the Chairman of the Council. The Town Clerk or Chairman will reply orally as soon as possible. It is hoped that the majority of grievances can be resolved at this level.

4.2 Formal Procedure

4.2.1 Stage One

If the employee feels that the matter has not been resolved satisfactorily through informal discussion, he/she should raise the matter formally and without unreasonable delay with the Town Clerk or Chairman of the Council. This should be in writing and set out the nature the grievance. The Town Clerk /Chairman will respond within 5 working days in an attempt to resolve the matter.

4.2.2 Stage Two

If the matter remains unresolved, the employee may raise the grievance, in writing, with the Chairman of the Staffing Committee. The Chairman of the Staffing Committee may arrange an informal meeting with the employee in an attempt to resolve the grievance.

4.2.3 Stage Three

Should the grievance remain unresolved a Grievance Panel comprising of three elected members from the Staffing Committee will convene to hear the grievance that may be advised by an independent person. The employee will be invited to the meeting and may be accompanied by a fellow worker or trade union official of their choice.

The employee's companion/representative will be allowed to address the Panel to put and sum up the employee's case, respond on behalf of the employee and confer with the employee during the hearing. The companion/representative does not have the right to answer questions on behalf of the employee, address the hearing if the employee does not wish it or prevent the employee from explaining their case.

After the meeting, the Chairman of the Grievance Panel will inform the employee of the decision, in writing, within 5 working days of the meeting stating the action the panel intends to take to resolve the grievance. The letter will also state the right of appeal should the employee continue to be dissatisfied with the action taken.

4.3 Appeal

4.3.1 Should the employee remain dissatisfied and wish to appeal he/she should notify the Chairman of the Staffing Committee, in writing, within 5 working days of receipt of the Grievance Panel decision. An Appeal Panel of elected members, who have not previously been involved in the grievance, will be convened where the grievance will be discussed further. The employee will be invited to attend as in paragraph 4.2.3. Following the appeal, the employee will be informed of the Panel's decision, in writing, within 5 working days. The decision of the Appeal Panel will be final.

5. **Application**

5.1 This procedure does not apply in the case of: -

- (a) Disciplinary matters, which are covered by a separate procedure.
- (b) Personal matters not directly related to employment or conditions of service. Staff may wish to use a counselling and welfare service that gives support and advice where necessary.
- (c) Any decision which is the prerogative of the Council or a Committee of the Council to make and does not form part of a collective agreement

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