



OAKHAM TOWN COUNCIL

GRIEVANCE PROCEDURES TOWN CLERK

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1. SCOPE

- 1.1 This grievance procedure is solely available for the holder of the post of the Town Clerk, or anyone designated by the Council to act in that position. 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 that the Town Clerk 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.

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 the Town Clerk has a grievance about his or her employment it should be discussed informally with the Chairman of the Council. If the Chairman of the Council comprises part of the grievance, then the Town Clerk should discuss the matter with the Chairman of Staffing Committee or another senior councillor. The Chairman/senior councillor 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 Town Clerk 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 Chairman of the Council. This should be in writing and set out the nature the grievance. The 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 Town Clerk 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 Clerk 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 Town Clerk will be invited to the meeting and may be accompanied by a fellow worker, friend or trade union official of their choice.

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

After the meeting, the Chairman of the Grievance Panel will inform the Town Clerk 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 Town Clerk continue to be dissatisfied with the action taken.

4.3 Appeal

- 4.3.1 Should the Town Clerk 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 Town Clerk will be invited to attend as in paragraph 4.2.3. Following the appeal, the Town Clerk 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. The Town Clerk 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