



BODMIN TOWN COUNCIL

GRIEVANCE PROCEDURE

1 Introduction

Bodmin Town Council recognises that employees may, from time to time, feel aggrieved about an aspect of their employment and accepts that each employee has the right to raise this grievance and to expect that management will consider it and respond.

The purpose of the accompanying procedure is to provide a framework for dealing promptly and fairly with such grievances. The aim is to resolve grievances as near as possible to their point of origin.

Every effort shall be taken where practicably possible to resolve concerns informally by effective communication and early discussion between employees and their line managers.

1.1 Exceptions

Matters appropriately dealt with under the Council's grievance procedure include all questions relating to the individual rights of employees in respect of their employment other than:-

- Grievances that have already been considered in accordance with the procedure.
- Grievances arising from a disciplinary or capability process in which the employee is already involved.
- Grievances in respect of issues over which the Council has no control e.g. external legislation
- Grievances, which are already the subject of a collective grievance or dispute.

The timescales shown in the accompanying procedure may be altered by mutual agreement.

2 Informal Resolution

Where an employee is aggrieved about any matter relating to their employment they should raise the matter informally with their line manager as soon as possible and other than in exceptional circumstances within twenty working days of the incident or event. However employees will be permitted to raise as part of a grievance a series of directly related incidents having a cumulative effect.

The line manager should consider and seek to resolve the grievance within ten working days of the matter being raised. The line manager should, in

every case, inform the employee of their decision and, where appropriate, any action taken.

Employees may wish to seek the advice of a trade union representative or colleague prior to raising a grievance at this informal level.

3 Formal Resolution

3.1 Stage 1

If the employee is not satisfied with the result of the informal process they can take the matter up with the Town Clerk in writing, stating the nature of the grievance. This should be done within ten working days of the conclusion of the informal stage.

3.2 Stage 2

A meeting will be arranged with the employee to discuss the grievance as soon as possible and normally within ten working days of receipt of the written grievance (3.1). If, having listened to the employee's submission, the grievance requires further investigation the meeting will be adjourned for a period not to exceed ten working days during which time the necessary investigations, including interviewing other parties, will be done.

It is not expected that other parties would attend the reconvened hearing. However, if it is determined by the Town Clerk that their contributions would facilitate consideration of the grievance they will be asked to make themselves available, in order that they may respond to any matters raised by the aggrieved individual during the course of the hearing.

A formal written response to the grievance should be issued within five working days of either the initial or subsequent grievance hearing as appropriate.

3.3 Stage 3 – Appeal

If the employee is still aggrieved there is a right of appeal to the Chairman of Finance Staffing and Performance Management Committee who will convene an Appeal Panel comprising of three Councillors from the FS&PM Committee to consider the appeal, one of which will be the Chairman of FS&PM.

The notice of appeal should be submitted in writing within ten working days of receipt of the formal written response issued by the Town Clerk. The Appeal panel shall consider the appeal within twenty working days of receipt of the written appeal.

A formal written decision of the appeal panel will be issued within five working days of either the initial or subsequent grievance hearing as appropriate.

There is no further right of appeal.

3.4 Other Considerations

A trade union representative or colleague of their choice may accompany any individual raising a formal grievance throughout the process. Reasonable preparation time for the hearing will be allowed.

If the grievance relates directly to the action or omission of the line manager the grievance should be submitted in writing directly to the Town Clerk.

If the grievance relates directly to the action or omission of the Town Clerk the grievance should be submitted in writing directly to the Chair of Finance Staffing and Performance Management, The Chair of FS&PM will investigate and respond to the grievance, as outlined in section 2, paragraph 2 Section 2, paragraph 2.

If the employee is still aggrieved there is a right of appeal to the Mayor who will convene an Appeal Panel comprising of three Councillors from the FS&PM Committee to consider the appeal, one of which will be the Mayor.

If the grievance relates directly to the action or omission of the Chairman of the Finance, Staffing and Performance Management Committee, the grievance should be submitted in writing to the Mayor.

4 Alternative Formats

The Equality Act 2010 – copies of this document in large print (A3 Format) or larger font size, or recorded onto tape as a 'talking book' can be made available for those with sight impairment on request from the Council Office or by telephoning 01208 74159 or e-mailing paul.ocallaghan@bodmin.gov.uk

The Council can also arrange to provide versions in other languages for staff whose first language is not English.

5 Freedom of Information

In accordance with the Freedom of Information Act 2000, this Document will be posted on the Council's Website www.bodmin.gov.uk and copies of this document will be available for inspection on deposit in the Council Office.