



NEWTOWN AND LLANLLWCHAIARN TOWN COUNCIL

GRIEVANCE POLICY*

1. Introduction

1.1 The Grievance policy links with these other Council policies on performance management:

- Capability - see Capability (Performance)
- Induction – see Employee Handbook
- Performance Review (Appraisals)
- Disciplinary – see Disciplinary Policy

2. Policy

2.1 The Council encourages employees to use this procedure if they have grievances linked with their work. The Council will try to resolve grievances quickly. It will explain why it has made any decisions, whether the problem is sorted out or not. Employees who raise grievances will be treated fairly at all times.

2.2 If employees are not satisfied, they can take their grievance to the next stage.

3. Procedure

3.1 Informal stage

3.2 If you have a grievance about your work, you should discuss it informally with your line manager. Most grievances will be resolved during this informal discussion. The manager will normally reply within five working days. Timescales may be longer in exceptional circumstances.

3.2 Stage 1

3.3 Write to your line manager if you are not happy with the outcome of the informal discussions. Explain what the issue is. You will receive a reply within five working days and a meeting will be arranged. You, relevant witnesses and the line manager will attend the meeting. You can choose a colleague or a trade union official to attend with you. The manager will reply within five working days of the meeting and will tell you about the appeals procedure.

3.3 Stage 2

3.4 Write to a Councillor on the Appeals Committee if you are not happy with the outcome of the meeting. Explain what the issue is. You will receive a reply within seven days and a meeting will be arranged. The same people will attend this meeting, but the Appeals Committee will replace the line manager. The Chair of the Appeals Committee will give a decision within five working days of the meeting. This decision will be final.

3.5 Investigations

3.6 The Council will ensure that all grievances referred to it are investigated fully. There may be interviews with you and others, such as witnesses, colleagues and councillors. There may be an investigation of written records and information. The investigation report will be made available to everyone concerned. The identity of witnesses will be kept confidential where necessary.

3.7 The Disciplinary/Grievance Panel of the Resources Committee will be the investigation team. The result of the investigation will be reported to the Resources Committee to make a decision.

3.8 The Panel for this Policy will:

- Consist of 3 councillors from the Resources Committee not on the Appeals Committee
- This 'working group' will be convened when required to investigate grievances referred to it.
- Results of the investigation with recommendations from the Panel will be referred to the Appeals Committee for decision.

3.9 Notes

1. You may raise a grievance directly with any member of the Council not on the Appeals Committee if it:
 - a. concerns your line manager
 - b. is of too personal or sensitive a nature to raise with your line manager.
2. Grievances about your line manager may be raised directly with any member of the Council not on the Appeals Committee. This may happen at any stage of the grievance procedure.
3. The grievance procedure should not be used for appeals against disciplinary decisions. If you are unhappy with your line manager's behaviour during a disciplinary case, you should write to the any member of the Council not on the Appeals Committee The disciplinary procedure may be suspended until the grievance can be considered.

4. Employees are encouraged to raise grievances and will not be treated differently as a result. However, you may be subject to the Council's disciplinary procedure if a grievance is malicious or untrue.
5. Another Councillor may be invited to attend formal grievance meetings to act as a witness and note-taker. However, this Councillor must not be involved in any other part of the procedure.
6. The timescales given will be followed if possible. Where further investigation is needed or witnesses or representatives are not available, each party can request an extension.
7. The Council can seek help from external facilitators during the grievance process.
8. This procedure does not form part of employees' contractual rights. The contents will be revised from time to time.

Review Date = every 2 years

| Amended or Reviewed | Date | Version No | Who |
|---------------------|---------|------------|-------------------------------|
| Approved | 10/3/15 | 100315e/1 | Richard Northridge |
| Reviewed & Amended | 19/9/16 | 100315e/2 | David Selby (Chair Resources) |
| Reviewed & Amended | 16/7/18 | 100315e/3 | John Barker (Chair Resources) |
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