

WEST DEAN PAIRSH COUNCIL

GRIEVANCE PROCEDURE

1. The Policy

1.1 This document sets out the procedure which will be followed by West Dean Parish Council where an employee considers that they have a grievance or complaint arising from their employment with the Council.

1.2 The object of the grievance policy is to enable employees who consider that they have such a grievance or complaint to have it dealt with as quickly and effectively as possible.

1.3 The policy applies to all employees of the Council and any employee wishing to use this procedure may do so freely and without prejudice to his/her position in the Council.

2. Informal Resolution

2.1 Before commencing the formal procedures below, wherever possible, you should try and resolve the matter informally with the Council/The Chairman.

2.2 Only where informal discussions have not resolved the issue, or where the issues are considered to be too serious, should the formal procedure be used.

3. Formal Grievance Procedure

3.1 All formal complaints or grievances must be submitted in writing to The Chairman. He will attempt to deal with the matter after making such consultations as they consider necessary.

3.2 You will be invited to attend a meeting with The Chairman to discuss your complaint or grievance so that you have the opportunity to discuss the matter thoroughly.

3.3 Following the meeting you will be informed of the result and what, if any, further investigation or action may take place where appropriate.

3.4 A decision will be made and notified to you within 10 working days of the meeting unless further investigation is still required or where this time limit has been extended by mutual consent.

4. Appeals

4.1 If you are not satisfied with the response you can appeal against the decision in writing within 5 working days of being informed of the outcome of the complaint or grievance.

4.2 This should be sent to The Chairman.

4.3 The appeal will normally be heard by an appropriate person agreed between you and the Council within 10 working days of the appeal being lodged. The appropriate person for an appeal will be someone who has not been involved in the investigation or decision making stages of the grievance process.

4.4 You will have the right to make submissions for consideration prior to the meeting and to be accompanied at the meeting.

4.5 After the appeal meeting you will be informed of the Council's decision within 10 working days. This decision is final and will conclude the Council's procedure.