



WARWICK TOWN COUNCIL

Grievance Policy & Procedure

1. Policy Statement & General Principles

1.1 Purpose and Scope

- **Warwick Town Council** recognises that grievances may arise in the normal course of employment and are fully committed to ensuring that any such issues that arise can be discussed openly and dealt with satisfactorily and promptly.
- This grievance policy and procedure exists to resolve any problems you may encounter with other employees, workers, volunteers, or with your job, general working conditions, training etc. The procedure should be utilised when a complaint or issue is not resolved through normal channels of communication with your immediate Line Manager.
- You should not feel intimidated about using this policy and volunteers should not be concerned about raising any grievances that they may have within the spirit of this policy.

1.2 Principles

- You need to think about what it is that you are looking to achieve in raising your grievance under this procedure, in order that an acceptable solution may be found if your grievance is upheld.
- Every effort will be made to resolve grievances amicably and at the earliest stage.
- Normally if a grievance is taken out as a counter grievance, cases will be heard in strict chronological order. The previous cases will be completed before the next one can begin. However, if there are overlapping grievances or overlapping grievances and a disciplinary case it may be decided to run both issues concurrently.
- If you raise a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with your grievance. Where the grievance and disciplinary cases, are related, it may be appropriate to deal with both issues concurrently.

- Nothing in the grievance procedure is intended to prevent you from informally raising any matters that you may wish to raise concerns about. You are encouraged to raise any issues informally with fellow employees, workers or volunteers directly to resolve the matter quickly.
- You can have a representative of your choice with you at the grievance hearing, restricted to a workplace colleague or if in a union, a Full-Time Official or an appropriately trained Union Representative, who can help you present your grievance but cannot answer questions on your behalf.
- You are expected to inform the person hearing the grievance, at least 48 hours prior to the hearing, of who will be representing you at the hearing.
- All grievances will be dealt with in a confidential manner and you will not be penalised for raising a grievance in good faith.
- All hearings and outcomes will be documented and a copy given to you. A copy will also be placed on your personal file.

2. Grievance Procedure

2.1 Informal stage

- You are encouraged to raise issues informally in the normal course of your work with your immediate Line Manager as soon as the matter arises. This is normally the most effective way to resolve matters speedily. When a problem or issue arises that cannot be dealt with in this manner, the formal grievance procedure may be invoked straight away. or
- If you are not happy with the response received through the informal stage, or you wish to raise a grievance formally in the first instance, you should raise the issue in writing with your immediate Line Manager. This should clearly set out the nature of the grievance and make it clear that the formal grievance procedure is being invoked. If the grievance concerns your immediate Line Manager and you do not wish to discuss it with them directly, you may if you wish raise it with the next level of management.

2.2 Formal Stage 1

- On receipt of the written grievance raised a hearing will be arranged with you to discuss the grievance normally within 7 days of receipt of the grievance letter. If necessary, more than one hearing may be held.
- The Council's representative, you and your companion of choice should make every effort to attend the hearing. If your companion of choice cannot make the set date for the hearing, an alternative date should be agreed within the next 5 working days.
- You will be allowed to explain your grievance and how you think it should be resolved. Consideration will be given, if necessary, to adjourning the hearing for further investigation that may be necessary.

- A decision on the grievance will be confirmed in writing within 7 working days of the grievance hearing being concluded. Where appropriate, it will set out what action the Council intends to take to resolve the grievance.
- If you are not happy with the outcome after Stage 1 of the process, you may appeal the decision in writing to the Clerk of the Council. If you raised the matter initially with the Clerk, the matter may be referred to the Leader of the Council for review.

2.3 Formal Stage 2 Appeal

- On receipt of the written appeal and reasons for the appeal being made, an appeal hearing will be arranged with you to discuss the appeal and for the Manager to explain the reasons for their decision under Stage 1 of the process. The appeal hearing will normally take place within 7 working days of receipt of the appeal letter.
- The Clerk to the Council or Leader of the Council, you and your companion of choice should make every effort to attend the set date for the appeal hearing. If your companion of choice cannot make the set date for the hearing, an alternative date should be agreed within the next 5 working days for the hearing to take place.
- At the appeal hearing you will be allowed to explain the reasons for your appeal and why you do not agree with the decision of the Manager under stage 1 of the process, and how you think the grievance should have been resolved. The Manager will then be allowed to put forward the reasons for their decision. Consideration will be given to adjourning the hearing, if necessary, if any further investigation is considered to be required.
- The Clerk or the Leader of the Council, on conclusion of the appeal hearing, will confirm their decision in writing normally within 7 working day of the hearing taking place.
- The decision made at Stage 2, the appeal hearing, will be final and there is no further right of appeal.

Adopted by the Warwick Town Council Date:

Policy to be review Date: