



"Not for self"

Oswestry Rural Parish Council

GRIEVANCE PROCEDURE

It is Oswestry Rural Parish Council's policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with the Chairman of the parish council.

Where the grievance cannot be resolved informally it will be dealt with under the following procedure.

General principles applicable to the procedures

1. The body who has authority to deal with the employee in accordance with this procedure is the Personnel Committee which shall report back to the parish council and progress by resolution of the council.
2. The parish council will carry out each step in the procedure without unreasonable delay and arrange meetings at reasonable times and locations.
3. Meetings will be conducted in a way that allows both parties to explain their case.
4. Records should be kept detailing the nature of the grievance raised, the committee's/council's response, any action taken and the reasons for it. These records will be kept confidential.
5. The employee has the right to be accompanied to any hearing by a trade union representative or a person who has been previously notified to the parish council.

The Standard Grievance Procedure

Step 1: The employee must give the Chairman of the Personnel Committee a written statement of their grievance

The employee must put his/her grievance in a written statement and send a copy to the chairman of the Personnel Committee. Where the grievance is against this individual, the matter should be raised with another member of the Personnel Committee.

Step 2: A meeting is held, and the Personnel Committee will inform the employee of the outcome

The Personnel Committee will then invite the employee to attend a meeting to discuss the grievance. The meeting will only take place once he/she has informed the committee of the basis for the grievance set out in the written statement, and the committee has had a reasonable opportunity to consider what response to make. The employee must take all reasonable steps to attend the meeting.

As soon as possible after the meeting the committee will inform the employee of the decision taken in response to the grievance and notify him/her of their right to appeal if they are not satisfied with it.

Step 3: Appeal if necessary

If the employee then wishes to appeal, he/she must inform the Personnel Committee and it will invite the employee to an appeal hearing with the parish council. He/she must take all reasonable steps to attend. As soon as possible after the hearing, the Chairman of the council will inform the employee of the decision, which will be final.

Raising grievances after you have left the parish council

If the employee wishes to raise a grievance after he/she has left the parish council's employment, he/she must follow a two-step procedure.

Step 1: The employee must give the Chairman of the Personnel Committee a written statement of their grievance

The employee must put his/her grievance in a written statement and send a copy to the Chairman of the Personnel Committee.

Step 2: We give you a written response

The Personnel Committee will write back to the employee giving its response to the points he/she has raised.

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