



**WIGTON TOWN COUNCIL  
GRIEVANCE PROCEDURE**

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**1. SCOPE**

This policy applies to all staff employed by Wigton Town Council.

**2. POLICY**

It is the policy of Wigton Town Council to resolve employee's grievances as quickly as possible in a fair and consistent manner.

**3. INTRODUCTION**

**3.1.** The following procedure provides a process for the resolution of employee grievances.

**3.2.** Most issues should be resolved on an informal problem-solving basis by the everyday process of management without having to resort to the formal Grievance Procedure.

**3.3.** This procedure is designed to provide employees with a mechanism by which genuine complaints can be raised where all normal management processes have been exhausted.

**3.4.** To meet these situations this procedure provides: -

**3.4.1.** An informal process which may enable a grievance to be resolved without recourse to any subsequent stage;

**3.4.2.** A formal process where the first part of the procedure is inappropriate or has failed.

**3.5.** This procedure is not to be used in situations where the employee simply disagrees with a reasonable management instruction.

**3.6.** This procedure does not apply in respect of:

- salary grading/rate of pay;
- a collective dispute;
- a case of alleged harassment;

- discipline or capability where the employee either has already been informed that a disciplinary or capability hearing is to be held, or has been suspended.
- 3.7.** Abuse of the Grievance Procedure, that is, frivolous or mischievous claims will not be considered, and disciplinary action may be taken against the individual raising a grievance in such cases.
- 3.8.** At each stage of the procedure the employee should state clearly in writing the reason why he/she considers that the matter has not been resolved at each previous level of management.
- 3.9.** The employee has a statutory right to have an appropriate trade union representative or work colleague of their choice present at each stage of the procedure. A delay of up to 5 days should be agreed if the representative or colleague are not available on the proposed date. This should however not detract from the aim that matters should be resolved on an informal problem-solving basis if possible.
- 3.10.** In instances where the grievance concerns more than one employee the same procedure shall apply but, if the employees concerned so wish, the matter can be raised at each stage of the procedure on their behalf by the appropriate trade union representative.

**4. INFORMAL STAGE – STAGE 1**

- 4.1** Where an employee has a genuine grievance they should first discuss the matter with his/her immediate Line Manager. Both the manager and the employee will use their best efforts to resolve the matter quickly.
- 4.2.** The Line Manager should reply orally to the employee as soon as possible but in any event within seven working days.

**5. FORMAL STAGE – STAGE 2**

- 5.1.** Following the informal stage if the employee wishes to proceed by invoking the formal grievance procedure he/she must do so in writing. The letter will explain why they are dissatisfied. .
- 5.2.** The Clerk, or a councillor will then arrange for an investigation, if appropriate, and then arrange a meeting to hear the grievance at the earliest opportunity with a view to resolving the matter. This will normally be within 15 working days unless there are significant exceptional circumstances. An agenda outlining the format for the hearing is attached as **Appendix 1.**
- 5.3.** The response will be confirmed to the employee in writing as soon as possible but no later than ten working days after hearing the grievance, unless there are special circumstances justifying a longer period. In such cases the circumstances should be set out in writing with an indication of the likely timescale for dealing with the grievance.
- 5.4.** Where the grievance is against the line manager and the informal process has failed, the grievance will be heard at the next supervisory level.

**6. FORMAL STAGE – STAGE 3**

- 6.1.** If after reading the response the employee is still dissatisfied, they have a right of appeal to the next management level. The appeal shall be made in writing within 10 working days of receipt of the decision stating the reasons why he/she considers that the matter has not been resolved. Steps 5.2, 5.3. and 5.4. will again be followed where appropriate.
- 6.2.** If the employee is still dissatisfied they have a final right of appeal to full council. . This appeal should be made in writing to the Chair of Wigton Town Council within ten working days of receipt of the written decision. The appeal will then

be heard within four weeks of receipt of the appeal, or as soon as it is possible to convene.

- 6.3. The decision of full council is final and there is no further right of appeal.
- 6.4. Every effort will be made to deal with the employee's complaint as speedily as possible. However, in some cases more time will be required to ensure that the grievance(s) can be fully investigated.

## 7. **PROTECTION OF OTHER PARTIES**

Where a grievance is brought against another person, they should be provided with full details of the grievance against them and be kept up-to-date with the progress of any investigation. They should also be given the opportunity to reply to any allegations at the earliest available opportunity. They too can appeal against the findings of the grievance investigation. However the decision of full council is final.

**WIGTON TOWN COUNCIL**

*GRIEVANCE PROCEDURE*

**AGENDA FOR A GRIEVANCE HEARINGS AND GRIEVANCE APPEAL HEARINGS**

**AGENDA**

**INTRODUCTIONS**

**SUBMISSIONS:**

Employee raising the grievance  
Union/other representative

**QUESTIONS:**

Person against whom the grievance  
has been raised  
Union/other representative  
Members hearing grievance

**SUBMISSION/RESPONSE:**

Person against whom the grievance  
has been raised  
Representative

**QUESTIONS:**

Employee raising the grievance  
Union/other representative  
Members hearing grievance  
Adviser to the members

**RIGHT OF REPLY/SUMMING UP:**

Employee raising the grievance  
Union/other representative

**CLOSING SUBMISSION:**

Person against whom the grievance  
has been raised  
Representative

**ADJOURNMENT**

**DECISION:**

Given to both parties at the hearing

**Confirmed in writing after the hearing**

**APPEAL PROVISIONS:**

Appeal to be lodged within ten days

**WIGTON TOWN COUNCIL**

**STATEMENT OF GRIEVANCE**

**In accordance with the approved Grievance Procedure, I set out the appropriate details regarding my grievance.**

**NAME:**

**JOB TITLE:**

**NATURE OF GRIEVANCE: (Give full details and continue on a separate sheet if necessary)**



**SIGNED :** ..... **DATE :** .....

**NOTE:**

1. **This form should be completed and given to your Line Manager [or their manager if the grievance is against your line manager]**
2. **Please ensure that any additional papers relating to your grievance are fastened securely to this form.**