



## **Grievance Policy**

### **West Bedlington Town Council**

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## **Grievance Procedure**

### **1. Introduction**

1.1. This procedure applies to all employees of the council.

1.2. The objectives of the procedure are: -

- To foster good relationships between the council and its employees by discouraging the harbouring of grievances;
- To settle grievances as near as possible to their point of origin;
- To ensure the council treats grievances seriously and resolves them as quickly as possible; and
- To ensure that employees are treated fairly and consistently throughout the council.

1.3. Matters excluded from this procedure are as follows: -

- Appeals against salary or gradings;
- Appeals against disciplinary actions;
- Income tax, national insurance matters, rates of pay collectively agreed at the national or local level;
- Rules of pension schemes; and
- A grievance about a matter over which the council has no control.

## **2. Informal Grievance Procedure**

In the interests of maintaining good working relations the employee is encouraged to first discuss any grievance with the Chairman of the Governance and Staffing Working Group with a view to resolving the matter informally if appropriate. If the employee feels that this is not appropriate or he or she wishes to pursue a formal grievance they should follow the procedure detailed below.

## **3. Formal Grievance Procedure**

3.1. The employee must set out his/her grievance in writing ("Statement of Grievance") and provide a copy to the Chairman of the Governance and Staffing Working Group.

3.2. Once the Governance and Staffing Working Group has had a reasonable opportunity to consider its response to the information provided in the Statement of Grievance, the employee will be invited to attend a grievance meeting with the Governance and Staffing Working Group to discuss the matter.

i. The employee must take all reasonable steps to attend the meeting.

ii. Grievance meetings will normally be convened with 14 days of the council receiving the Statement of Grievance.

iii. The employee has the right to be accompanied to a grievance meeting by a fellow employee or by a representative of his/her choosing

iv. If the meeting is inconvenient for either the employee or his or her companion, the employee has the right to postpone the meeting by up to 5 working days.

3.3. A grievance meeting may be adjourned to allow matters raised during the course of the meeting to be investigated, or to afford the Governance and Staffing Working Group time to consider the decision.

3.4. After the meeting the employee will be informed of the Working Groups decision within 5 working days. The meeting may be reconvened for this purpose. The Working Groups decision will be confirmed to the employee in writing.

3.5. If the employee wishes to appeal against the Working Groups decision he or she must inform the Chairman of the Governance and Staffing Working Group within 5 working days of receiving the decision.

3.6 The Council will set up an appeals committee specifically to hear this appeal

3.7. If the employee notifies the Chairman of the Governance and Staffing Working Group that they wish to appeal, the employee will be invited to attend a grievance appeal meeting before the newly convened Appeal Committee.

The employee must take all reasonable steps to attend that meeting. The employee has the right to be accompanied to a grievance appeal meeting by a fellow employee or by a representative of his/her choosing.

3.8. A grievance appeal meeting will normally be convened within 7 working days of the Chairman of the Governance and staffing Working Group receiving notice that the employee wishes to appeal pursuant to 3.5 above. If the meeting time is inconvenient for the employee or his or her companion, the employee may ask to postpone the meeting by up to 5 working days.

3.9. After the grievance appeal meeting the employee will be informed of the committee's final decision within 5 working days. The meeting may be reconvened for this purpose. The committee's decision will be confirmed to the employee in writing.

#### **4. Modified Council Grievance Procedure for Former Employees**

4.1. If an ex-employee wishes to raise a grievance, he or she must set out their grievance and the basis for that grievance in writing and provide a copy to the Chairman of the Governance and Staffing Working Group.

4.2. Following receipt of a statement of grievance pursuant to 4.1 above, the Chairman of the Governance and Staffing Working Group will either write to the ex-employee inviting him or her to attend a meeting to discuss the grievance, or to ask for the ex-employee's agreement to the committee responding to the grievance in writing.

- i. If the ex-employee does not agree to the matter being dealt with by correspondence within 7 working days of the council writing to them pursuant to 4.2 above steps 3.1 to 3.4 of the standard council grievance procedure will be followed. The meeting will be conducted by the Chairman of the Governance and Staffing Working Group.
- ii. If the ex-employee does agree to the matter being dealt with by correspondence, the Council's Chairman of Governance and staffing Working group will consider his or her grievance and will respond to the ex-employee in writing within 14 days of the receipt of such confirmation setting out the basis for the council's decision.