TREWERN COMMUNITY COUNCIL / CYNGOR CYMUNED TREWERN

GRIEVANCE PROCEDURE

1 Purpose and scope of the procedure

1.1 Grievances are concerns, problems or complaints that employees raise with their employers.

1.2 Where appropriate, you should seek to resolve any grievance informally with your Manager.

1.3 This procedure does not form part of your contract of employment. It may be amended at any time and the Community Council may use an alternative procedure depending on the circumstances of the particular case.

1.4 This procedure applies to all our employees and workers. It does not apply to agency workers, consultants, contractors, volunteers, interns or casual workers.

2 Stage one: Written grievance

2.1 If the matter cannot be satisfactory resolved informally, or it is inappropriate to do so, you should raise the matter formally, without unreasonable delay, by setting out your grievance in writing and sending it to your Manager.

2.2 Your written grievance letter should set out the nature of your complaint and include relevant facts, dates and names of the individuals involved so that we can investigate it.

3 Stage two: meeting

3.1 We will arrange a meeting to discuss your grievance, usually within 5 working days of receiving your written grievance. You should make every effort to attend the meeting.

3.2 You have the right to be accompanied at the meeting by a companion (either a trade union representative or a work colleague) if you make a reasonable request in advance of the meeting and tell us the name of your chosen companion. Your companion will be allowed reasonable paid time off from work duties to act as your companion.

3.3 If you or your companion cannot attend the meeting, you should let us know as soon as possible and propose a reasonable alternative date and time. If this is within 5 working days of the original date, we will accept it and the meeting will take place then. If it is not, we will make reasonable attempts to agree another alternative date and time.

3.4 At the meeting, you will be given the opportunity to explain your grievance and how you think it should be resolved.

3.5 We may adjourn the meeting if we need to carry out further investigations. The meeting will usually be reconvened afterwards.

3.6 We will confirm our decision, in writing, usually within 5 working days of the last grievance meeting. Our letter will explain any further action we intend to take to resolve your grievance and advise you of your right to appeal.

4 Stage three: appeal

4.1 If your grievance has not been resolved to your satisfaction as a result of the meeting, you should appeal against the grievance decision. Your appeal should be made in writing, setting out the full grounds of your appeal, within 5 working days of receipt of the grievance decision.

4.2 You will then be invited to attend an appeal hearing. The appeal will be heard impartially, without reasonable delay and, where possible by another Manager not involved in the decision being appealed or any prior investigation, and their decision is final. You have the right to be accompanied at the appeal hearing, as set out above.

4.3 You will be informed in writing of the appeal decision, usually within 5 working days of the appeal hearing. There is no further right of appeal.

Trewern Community Council adopted/reviewed this Grievance Procedure at its meeting on:

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Signed:……Date:……..……..

Print Name:…….…….

Position:……..……..

Version No:……..……

Review Date = Annual

Amended or Reviewed	Date	Version No	Who
Approved			