

# HEANOR AND LOSCOE TOWN COUNCIL

## Employee Grievance Procedure

The Employee Grievance Procedure provides a mechanism for the problems and concerns of workers to be dealt with fairly and speedily, before they develop into major problems and potentially collective disputes.

Most complaints are best dealt with informally where possible. It is quicker and can stop issues escalating into a full-blown dispute.

Informal handling does not imply a lack of concern for the employee's grievance and will not be used as a mechanism to put pressure on the individual to drop the matter. If the matter can-not be dealt with informally it needs to be resolved using this formal procedure.

1. When an employee has a grievance on a subject relevant to his/her employment he/she should discuss the matter with his/her superior officer. (The Clerk, or the Chair of the Human Resource Committee, if the grievance is with the Clerk).
2. The Clerk/Chairman should reply orally, as soon as possible, and in any case within 7 days.
3. If the employee is dissatisfied with the response received he/she should submit the grievance to the Chair of the Human Resources Committee in writing, keeping a copy for himself/herself.
4. The Chair of the Human Resource Committee should arrange a meeting of interested parties within seven days. As soon as possible after that meeting, the Chair's decision should be notified in writing to the interested parties.

If the Chair of the Human Resources Committee is unable to resolve the issue within this timescale they shall write to the employee setting out the proposed action to be taken with the appropriate anticipated time delay clearly stated.

5. If the employee still continues to be aggrieved in respect of the original complaint, the grievance may thereafter be referred to the full Council for members to hear the grievance and decide accordingly.
6. If the grievance remains and both parties agree that an important issue of principle is involved, consideration may be given to processing the issue through a third party e.g. ACAS.

In such circumstances the Clerk will be asked to produce a factual report, acceptable to both parties and setting out the main facts of the grievance.