



## ALFRETON TOWN COUNCIL GRIEVANCE PROCEDURE

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### **Grievance**

A grievance can be defined as a feeling of dissatisfaction, resentment or injustice on the part of an employee at having been unfairly treated in the course of their employment and is regarded by that employee as grounds for complaint.

This procedure is not for the purposes of raising questions unrelated to your employment or to seek alterations to general conditions of service, which are negotiated nationally, or locally.

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### **Grievance Procedure**

A Grievance Procedure provides the employee with a means of raising that complaint in an acceptable and structured way.

**This grievance procedure is applicable to all employees. The channels of reporting for the Town Clerk are indicated in italics and specified in detail where necessary.**

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### **Raising a Grievance**

#### The first stage

In the first instance, you should normally raise the matter with the Town Clerk (*Chair of the Personnel Committee*). There may however be occasions when you do not feel able to follow this route. If this is the case, then you may raise the issue with the Chair of the Personnel Committee (*Leader*)

The Town Clerk or Chair of the Personnel Committee or Leader whichever is appropriate will arrange to meet with you to discuss the matter, with the objective of reaching agreement or an interim solution. You will not normally be represented at this stage, but that does not stop you seeking advice from your trade union.

The Town Clerk or Chair of the Personnel Committee or Leader whichever is appropriate will normally give you a verbal reply indicating whether or not they consider your complaint is valid, and if so what can be done to resolve the situation. There may be occasions when more time is required, but even so you should get a reply within 5 working days.

#### What if you are not satisfied?

If you are not satisfied with the response, you may invoke the formal stage of the Grievance Procedure.

The Town Clerk (*Chair of the Personnel Committee*) will arrange a further meeting within 7 days with you and, if you wish, your representative or friend, to establish whether the grievance can be resolved at this stage. There may be additional information or factors, which have not previously been considered.

#### What if the grievance still remains unresolved?

If the grievance remains unresolved then you should complete a Written Grievance, stating the exact of the grievance and why you do not think it has been resolved.

When you have completed the Written Grievance you should pass it to the Town Clerk (*Chair of the Personnel Committee*)

You should attach any documentation you wish to be considered as well, including the names of any witnesses who will speak for you at the Grievance Hearing.

The Town Clerk (*Chair of the Personnel Committee*) will acknowledge receipt of your Written Grievance by returning a copy of the letter to you.

You will be notified of any written evidence or witnesses the Council wishes to call. Copies will be sent to your Trade Union representative if applicable.

#### How the Grievance will be run.

The Town Mayor, Deputy Town Mayor and Leader will form a Panel to hear your grievance. They may appoint an independent adviser if necessary.

If your grievance relates to sexual/racial harassment, disability discrimination or any other issue requiring specialist knowledge, every effort will be to have someone present who will act as Adviser to the Panel.

The Grievance Panel will usually convene at Alfreton House.

The person chairing the meeting will ensure that everyone is introduced to each other and explain the format of the Hearing.

#### Putting your case

You or your representative will be invited to explain the nature of your grievance. You will produce any previously named witnesses and any documentation already submitted in support of your case Any new witnesses or documentation may only be introduced with the agreement of the Panel and will only be allowed under exceptional circumstances. If this is allowed then the Panel may ask for an adjournment.

You and your witnesses may then be asked questions by members of the Panel.

### **The Council's response**

The Town Clerk (*Chair of the Personnel Committee*) will give a response to your grievance. He/she may produce any previously named witnesses or documentation, which you will already have received copies of. Any new witnesses or documentation may only be introduced with the agreement of the Panel and will only be allowed under exceptional circumstances. If this is allowed then you may ask for an adjournment.

The Presenting Officer and any witnesses may be asked questions on the evidence given, firstly by you or your representative, and then by members of the Panel.

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### **Summing up**

Both parties will be invited to sum up. The Presenting Officer first, followed by you or your representative. The summaries must be confined to the evidence given.

New information should not be introduced by either parties at this stage. In the event of any new information coming to the attention of the Panel at this stage, then the Panel should be given time to consider the implications of this.

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### **The Decision**

The Panel will reach a decision and will advise you and the Presenting Officer of the outcome.

You may get a decision the same day the Panel meets. However, there may need to be some time allowed for the Panel to consider all the evidence. If this is the case then you will get a reply within 5 working days.

The decision will be confirmed to you in writing. That decision will be final.