



MONTGOMERY TOWN COUNCIL

CYNGOR TREF TREFALDWYN

Grievance Policy

POLICY

1. Employees who raise a grievance will not suffer any detriment from so doing.
2. It is the Town Council's policy to encourage employees with grievances relating to their employment to use the procedure below to seek satisfactory solutions. The Council will try to resolve grievances as quickly as possible to the satisfaction of the employee / s concerned. Where this is not possible every effort will be made to explain the reasons for the decision.
3. If employees are not satisfied with the outcome, they have the right to pursue their grievance to the next stage which will be fully explained to them. It is hoped that most grievances will be resolved during the informal discussion. Employees who have raised grievances will be treated fairly at all times before, during and after the grievance hearing(s).
4. Montgomery Town Council will appoint designated standing Committees for Staffing and for Appeals with no Councillor sitting on both Committees. In the event of the grievance being against the line manager or any member/s of the Staffing or Appeals Committee then this/ these councillors will not take part in any stage of the grievance process.

Grievance Procedure

NOTES

1. *You may raise a complaint directly with the Council if it:*
 - a. *Concerns the Chair.*
 - b. *Is of too personal or sensitive a nature to raise with the Chair*
 - c. *Complaints concerning discrimination, bullying or harassment by the Chair may be raised directly with the Council. This may be done informally or formally.*
 - d. *The grievance procedure should not be used for appeals against disciplinary decisions, as that is the purpose of the disciplinary appeals procedure. If, however, you have a complaint against the behaviour of the Chair during the course of a disciplinary case, you may raise it as a grievance with the Council. The disciplinary procedure may be suspended for a short period if necessary, until the grievance can be considered.*
 - e. *Employees are encouraged to raise grievances and will not suffer any detriment from doing so. If your grievance is found to be malicious or to have been made in bad faith, however, you will be subject to the Council's disciplinary procedure.*

- f. *An independent councillor, i.e. one who is not on the Staffing or Appeals Committee and who is not the subject of the grievance, may be invited to attend any or all of the formal grievance meetings to act as an independent observer and note-taker. Alternatively, if all parties agree, a recording can be made of meetings, a copy of which should be provided to both parties, and from which an agreed written record will be made. This will be kept on file until the whole process, including any appeal, has completed.*

INVESTIGATION: *The Council is committed to ensuring that all grievances are investigated fully. This may involve carrying out interviews with the employee concerned and third parties such as witnesses, colleagues and councillors, as well as analysing written records and information. The investigation report will be made available to all the parties concerned. The identity of the witnesses will be kept confidential.*

PROCEDURE

INFORMAL STAGE

If you have a grievance about your employment you should discuss it informally with your Line Manager (see Notes for exceptions) who will normally give a response within five working days (See Notes for exceptions) and always within an agreed reasonable timescale. An informal note will be made of the meeting taking place including its date, time and venue. This will be signed by all present.

Resolution with Line Manager

STAGE 1

If you feel that the matter has not been resolved satisfactorily through informal discussions, you must put your grievance in writing to the Chair of the Staffing Committee (or substitute if the Chair is implicated). You will receive a reply normally within five working days and a meeting will be arranged between you, and any relevant witnesses. You may choose to be accompanied by a colleague or trade union official. The Chair will give a response within five working days of the meeting and will inform the employee of the appeal procedure.

Resolution with Chair of Staffing

STAGE 2

If you are not satisfied with the Chair of Staffing's response, you may raise the matter, in writing, with the Council. The Council will arrange for the full Staffing Committee to hear the grievance.

Resolution with Staffing Committee

STAGE 3

If the matter is not resolved to your satisfaction, you should put your grievance in writing to the Chair of the Appeals Committee. You will receive a reply within seven working days and a meeting will be arranged. The constitution of the meeting will be as in Stage 2, except that the Appeals Committee will replace the Staffing Committee. The Chair of

the Appeals Committee will give a decision within five working days of the meeting. This decision will be final.

Resolution with Appeals Committee

Adopted: 22nd October 2020

Version:

Review date:

Doc location:

Charter Granted 1227 • Cyflwynwyd y Siarter ym 1227

Mayor/Maer: Haydn Andrew, 1 Arthurs Gate, Montgomery SY15 6QU

Town Clerk/Clerc y Dref: Mrs Glenys Smith CiLCA (Wales), 2 Siop Fach, Kerry, Newtown, Powys SY16 4LP
07855 054302 • townclerk@montgomery-wales.uk