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## Stoke-sub-Hamdon Parish Council Grievance Policy

**Adopted:** At a Parish Council meeting held on 7 January 2026

**Review Date:** November 2028

### 1. Purpose

- 1.1 This policy provides a clear framework for employees to raise concerns or complaints about their work, working conditions, or relationships. It aims to resolve grievances fairly, promptly, and consistently in line with the **ACAS of Practice on Disciplinary and Grievance Procedures (April 2024)**.
- 1.2 The aim of the policy is to encourage fairness and development of its staff and their performance without reference to gender, age, nationality, religion, sexual orientation or any other basis of discrimination. It also aims to encourage and maintain good relationships between the Parish Council and its employees by treating grievances seriously and resolving them as quickly as possible, and sets out the arrangements for employees to raise their concerns, problems or complaints about their employment.

### 2. Scope

2.1 This procedure applies to all employees of Stoke-sub-Hamdon Parish Council. It does not cover:

- Appeals against salary or gradings
- Appeals against disciplinary decisions

- Matters outside the Parish Council's control (eg, pension schemes, income tax, National Insurance matters, national pay rates)
- A grievance concerning a matter over which the Parish Council has no control

### **3. Informal Resolution**

- 3.1 In the interests of maintaining good working relationships, employees are encouraged to raise concerns informally with their line manager or the Chairman with a view to resolving the matter informally if appropriately and quickly through open discussion.
- 3.2 If the employee does not wish to discuss the grievance with either their line manager or Chairman (for example, as it may concern them), the employee should contact either the Vice Chairman or, if appropriate, another member of the Parish Council. If the employee's complaint relates to a councillor, it may be appropriate to involve that councillor at the informal stage. This will require both the employee's and the councillor's consent.
- 3.3 If the employee or councillor feels that informal resolution is not appropriate, or they wish to pursue a formal grievance, they should follow the formal grievance procedure detailed below.

### **4. Formal Grievance Procedure**

- 4.1 If informal resolution is not possible, the employee must set out their grievance (**Statement of Grievance**) in writing to the Clerk or Chair of the Staffing Committee. The written grievance should include:
- The nature of the complaint
  - Relevant facts and dates
  - Desired outcome
- 4.2 Once a reasonable opportunity has taken place to consider a response to the information provided in the Statement of Grievance, the employee will be invited to attend a grievance meeting to discuss the matter.
- 4.3 It is important that:
- The employee must take all reasonable steps to attend the meeting
  - Grievance meetings will normally be convened within 10 working days of receipt of the Statement of Grievance
  - The employee has the right to be accompanied to the grievance meeting by a colleague or a Trade Union representative

- If the meeting is inconvenient for either the employee or their companion, a request may be made to postpone the meeting by up to five working days

4.4 A grievance meeting must be adjourned to allow matters raised during the course of the meeting to be investigated, or to afford those concerned to consider the decision.

4.5 After the meeting, the employee will be informed in writing of the Parish Council's decision within 10 working days.

## **5. Appeal Process**

5.1 If the employee wishes to appeal against the Parish Council's decision, they must inform the Parish Council in writing within five working days of receiving the decision.

5.2 The employee will then be invited to attend a grievance appeal meeting before a separate panel. The employee must take all reasonable steps to attend that meeting and has the right to be accompanied to that meeting by a colleague or Trade Union representative.

5.3 A grievance appeal meeting will normally be convened within 10 working days of the Parish Council receiving notice that the employee wishes to appeal. If the meeting time is inconvenient for the employee or their companion, the employee may ask to postpone the meeting by up to five working days.

5.4 The employee will be informed of the Parish Council's final decision in writing within 10 working days.

## **6. Confidentiality**

6.1 All grievance matters will be handled confidentially and sensitively. Records will be kept securely and only shared with those involved.

## **7. Monitoring and Review**

7.1 This policy will be reviewed every three years or following any relevant legislative changes.