

GRIEVANCE PROCEDURE

Totton and Eling Town Council's aim in this grievance procedure is to resolve issues internal to the organisation which detract from the motivation of inhibit performance of employees, or prevent them from achieving and maintaining acceptable work standards. The Council aim to ensure that all employees with a grievance relating to their employment can use a procedure that can help to resolve such grievances as quickly and as fairly as possible.

1. INFORMAL DISCUSSIONS

If you have a grievance about your employment, colleagues or management, you should discuss it informally with your Line Manager or the HR Manager. Before taking action, every effort should have been made to resolve the matter by informal discussions. These discussions should resolve the majority of grievances.

2. FORMAL GRIEVANCE PROCEDURE

(i) Stage 1

If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to the HR Manager or Town Clerk who will respond within 7 working days to advise you of when your grievance will be heard by the Town Clerk or Deputy Town Clerk. You may be accompanied or represented at this meeting by a friend, union representative or colleague of your choice. You will be advised of the Town Clerk's or Deputy Town Clerk's decision in writing within 10 working days of the meeting being held.

(ii) Stage 2

If you wish to appeal the decision made by the Town Clerk or Deputy Town Clerk, you should request that your grievance be heard by the Personnel Sub Committee who will make a decision recommendation to Full Council. You will be advised of the Full Council's decision in writing within 10 working days of the meeting being held.

The Full Council's decision is final and the matter shall be deemed to have been resolved.

3. EMPLOYEES REPORTING DIRECTLY TO THE TOWN CLERK

For employees reporting directly to the Town Clerk, the formal Grievance Procedure is followed with the following amendment:-

At Stage 1 - the Personnel Sub-Committee will be substituted for the Town Clerk. However, any decision will be made by the Personnel Sub Committee and or by the Appeals panel, consisting of 5 members, excluding any of the Personnel Sub Committee Members, if required.

4. **GRIEVANCE BY THE TOWN CLERK**

The Grievance Procedure is followed with the following amendments:-

At Stage 1 - the Personnel Sub-Committee is treated, for the purposes of these procedures, as the immediate Line Manager.

At Stage 2 - an appeals panel consisting of 5 members, excluding any of the Personnel Sub Committee Members will be convened. The employee has the right to be accompanied by a friend, colleague or union representative. Their decision is final, and the matter shall be deemed to have been resolved.

5. **GRIEVANCE INVOLVING MEMBERS OF THE COUNCIL**

The matter should be raised with the Line Manager who will then arrange to discuss the matter with the employee and Town Clerk informally, or Deputy Town Clerk should the Town Clerk be on leave.

The Town Clerk, or Deputy Town Clerk should the Town Clerk be on leave, will then discuss the matter informally with the Chairman of the Council and report back to the employee within 14 working days of the matter first being raised.

If the matter is not resolved, the employee must inform the Town Clerk, or Deputy Town Clerk should the Town Clerk be on leave, in writing within 5 working days of their intention to pursue the matter and their wish to have their grievance heard by a member's panel consisting of 3 Members of Council and the Town Clerk or Deputy Town Clerk.

The member's panel shall be selected from Chairman or Vice Chairman of Policy & Resources Committee, Chairman of Planning Committee and Chairman of Amenities Committee. The employee and member have the right to be accompanied by a friend, colleague or union representative. The panel will meet within 10 working days of notification. The panel's decision is final and will be reported back to the employee within 5 working days of the hearing.