



## GRAIG COMMUNITY COUNCIL

### GRIEVANCE PROCEDURE

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#### **DEFINITION**

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the Clerk to the Council. The aggrieved employee has the right to representation by a Trade Union Representative, a professional organisation, a staff association or a colleague/friend.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their supervisor as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the Centre's employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

#### **GRIEVANCE PROCEDURE**

##### **Stage 1**

An employee who has a grievance, should raise the matter with his supervisor immediately either verbally or in writing who will then contact the Clerk to the Council. If the matter itself concerns the employee's immediate supervisor, then the grievance should be taken to the Clerk.

If the supervisor is unable to resolve the matter at that time then a formal written grievance form should be submitted to the Clerk (see appendix 1). The Clerk should then respond within **10 working days** to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the Clerk's decision and who to appeal to if still aggrieved.

##### **Stage 2**

In most instances the Council would expect the Clerk's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the Clerk.

The appeal, to the Council's Finance & Admin Sub-Committee, must be made within 10 working days of the original response to the employee's grievance. The appeal must be in writing (see appendix 2) and contain the original formal grievance form. This Sub-Committee will attempt to resolve the grievance. A

Approval Date:            Chairman:            Witness:  
28th March 2018



formal response and full explanation will be give in writing, also that the next stage is to appeal to full Council if still aggrieved, **within 10 days**.

### **Stage 3**

If the employee remains aggrieved there will be a final level of appeal full Council. This appeal must be made in writing (see appendix 3), enclosing a copy of the original formal grievance form, to the Chairman of the Council within ten working days of receipt of the Stage 2 response. The Chairman will arrange and hear the appeal with full Council and respond formally with a full explanation **within 20 working days**.

There is no further right of appeal. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.



**APPENDIX 1**

**Graig Community Council**

**Grievance Form**

Your Place of work: ..... Your Job Description: .....

Your name: .....

Your address: .....

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Telephone number: .....

Email address: .....

Date: .....

Please explain your grievance: .....

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Please return this completed form to Sian Davies, Clerk to the Graig Community Council,  
6, Vale View, Gelli Park, Risca, Newport NP11 6HS as soon as possible.

Approval Date: 28th March 2018      Chairman:      Witness:



**APPENDIX 2 – Timescales – Quick Reference**

**STAGE 1 – INVESTIGATION BY CLERK**

*CLERK:*

If full response is likely to be made within 5 working days of receipt of complaint – complaint does not need to be acknowledged.

If complaint is not likely to be made within 5 working days of receipt of complaint – complaint acknowledged within 3 working days.

Investigation completed and response given or revised date for completion of investigation given within 10 working days of receipt of complaint.

*EMPLOYEE:*

Request to move to Stage 2 to be received by Clerk within 10 working days from receipt of letter detailing result of Stage 1 investigation.

**STAGE 2 – INVESTIGATION BY SUB-COMMITTEE**

*FINANCE & ADMINISTRATION SUB-COMMITTEE:*

If full response is likely to be made within 5 working days of receipt of customer request to move to Stage 2 – complaint does not need to be acknowledged.

If full response is not likely to be made within 5 working days of receipt of customer request to move to Stage 2 – complaint acknowledged within 3 working days.

Investigation completed and response given or revised date for completion of investigation given within 10 working days of receipt of request to progress to Stage 2.

*EMPLOYEE:*

Request to move to Stage 3 to be received within 10 working days from receipt of letter detailing the result of Stage 2 investigation.

**STAGE 3 - INVESTIGATION BY FULL COUNCIL**

*FULL COUNCIL:*

If full response is likely to be made within 5 working days of receipt of customer request to move to Stage 3 – complaint does not need to be acknowledged.

If full response is not likely to be made within 5 working days of receipt of customer request to move to Stage 3 – complaint acknowledged within 3 working days.

Investigation completed and response given or revised date for completion of investigation given within 20 working days of receipt of request to progress to Stage 3.



**APPENDIX 3 – Contact details**

Mrs Sian Davies  
Clerk to the Council  
6 Vale View  
Gelli Park  
Risca  
Newport  
NP11 6HS

Tel: 01633 614119  
Mob: 07971 094382  
Email: [clerk@graiGCC.co.uk](mailto:clerk@graiGCC.co.uk)

Chairman to the Council

As this varies from year to year, up to date contact details can be found on the Council's website at [www.graiGCC.co.uk](http://www.graiGCC.co.uk)

Alternatively contact the Clerk who can provide this information.