



GRIEVANCE PROCEDURE

Syston Town Council expects that most problems concerning an individual employee and his/her employment with the company will be dealt with satisfactorily in the course of the normal working relationship between the employee concerned and his /her Manager.

The purpose of the individual grievance procedure is to provide a framework for dealing promptly and fairly with problems, which have not been resolved through the normal working relationship. The objective is to settle the matter as near as possible to its origin.

The procedure for raising grievances and for appealing against any decision with which the employee does not agree is detailed below.

An employee has the right, at any stage of this grievance procedure to be accompanied by a trade union representative or work colleague in Syston Town Council of his or her choice. If the chosen colleague is unavailable, then the original scheduled hearing will be postponed as long as an alternative reasonable time is proposed within the following five working days.

Grievance against a Councillor

If an employee is raising a complaint about the behaviour of a Councillor towards them, then attempts to resolve this informally should be made in the first instance. This should be raised initially with the person to whom s/he reports. If this informal approach fails, then the grievance must be treated as a Code of Conduct Complaint and passed to the principal authority.

If the complaint falls outside of the Code of Conduct, then the Council must carry out or arrange for a proper investigation. This procedure must be followed and the issues identified in full. It must also ensure that the subject of the allegations is provided with details of the allegations and evidence so that they can provide a response.

Any subsequent measures taken as the employer must be proportionate and limited to the minimum required to stop the issue recurring. The measures should be kept under regular review and their effectiveness measured.

STAGE 1

An employee who wishes to raise a grievance regarding any matter affecting his/her employment will do so in the first instance with the person to whom he/she reports who will endeavour to resolve the matter to the mutual satisfaction of the organisation and the employee concerned. Whilst most grievances, problems and other day to day issues can be resolved at this stage, there are instances when this is not the case and provision has therefore been made for the employee to raise their grievance to Stage 2 if he/she so wishes.

STAGE 2

If within seven working days of a matter being raised at stage 1, the employee considers that he or she has not been treated fairly or that the outcome of stage 1 is not satisfactory, then the employee may raise the matter in writing with the next level Manager. In order to do this the employee must advise the Town Manager in writing of the desire to raise the grievance to Stage 2 giving reasons for why the outcome of Stage 1 was unsatisfactory. A meeting will take place as soon as practicable between the employee and the next level Manager in order to establish whether the grievance is justified and if so, to establish a sensible solution. A decision will be given, if reasonably practicable, within seven working days of the meeting. This decision will be final and will be recorded on the employee's personnel file.

The Town Manager and/or a representative of Syston Town Council will be present at the meeting to give advice as necessary with regards to company policies and procedures.

- Once a prima facia case has been established, Council should have the option to arrange for this to be chaired and led by an HR professional (stipendiary); Councillors are invited to attend any hearings as a witness to the proceedings and to inject an independent element.
- Delegated authority can be granted to a Panel to make a decision at or after the hearing.
- Panels do not have to have a minimum of three Councillors if an independent consultant is being hired.

Equality Impact Assessment

We need to understand whether our services are meeting everyone's needs and that everyone who needs them has access to those services. We have developed an Equality Impact Assessment process for the assessment of any new or significantly changed policies, practices, procedures, functions and services.

Undertaking Equality Impact Assessments enables us to take action to prevent direct and indirect discrimination by ensuring that as far as possible any negative consequences for a particular group or sector of the community are eliminated, minimised or counterbalanced by other measures.

Our ultimate aim is to improve our services. By making sure we have considered the potential impacts of a policy, strategy or plan at an early stage potential barriers or problems can be avoided and actions put in place these it can be fully incorporated into any decisions and not just a 'bolt-on' at the end. Working in this way helps us to integrate and mainstream equalities into our work. Likewise, when reviewing the effectiveness and performance of our services, we can use this procedure to identify equality issues and opportunities as an integral part of our review.