

HEMINGFORD ABBOTS PARISH COUNCIL GRIEVANCE PROCEDURE

INTRODUCTION

Hemingford Abbots Parish Council has adopted the following procedure to deal with grievances or complaints.

DEALING WITH GRIEVANCES INFORMALLY

1. If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with the Chairman of the Personnel Committee. You may be able to agree a solution informally between you.
2. Where your grievance is against the Chairman of the Personnel Committee and you feel unable to approach him or her you should talk to the Chair or Vice Chair of the Parish Council.

FORMAL GRIEVANCE

3. If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Chairman of the Personnel Committee. You should stick to the facts and avoid language that is insulting or abusive.
4. Where your grievance is against the Chairman of the Personnel Committee and you feel unable to approach him or her you should talk to the Chair or Vice Chair of the Parish Council.

GRIEVANCE HEARING

5. The Personnel Committee will call you to a meeting of the Committee, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.
6. After the Grievance Meeting you will be given a decision in writing, normally within 24 hours. However, if your grievance is regarding the Chairman of the Personnel Committee the Chair or Vice Chair of the Council will lead the grievance meeting and you will be given a decision in writing, normally within 24 hours.

APPEAL

7. If you are unhappy with the decision and you wish to appeal you should let the Chairman of the Personnel Committee/Chair or Vice Chair know (see 6).
8. You will be invited to an appeal meeting, normally within five working days, and your appeal will be heard by the full Parish Council. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.
9. After the meeting the Chairman of the Council will give you a decision, normally within 24 hours. The Council's decision is final.