



# HEADCORN PARISH COUNCIL

## **Grievance Procedure**

It is important that if a staff member feels dissatisfied with any matter relating to their employment that they should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in this procedure is intended to prevent a member of staff informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if they wish to raise a formal grievance they should normally do so in writing at the outset.

They have the right to be accompanied at any stage of the procedure by a fellow employee or friend who may act as a witness or speak on their behalf to explain the situation more clearly.

If the staff member feels aggrieved at any matter relating to their work, they should first raise the matter with the person specified in their Statement of Main Terms of Employment, explaining fully the nature and extent of the grievance. They will then be invited to a meeting at a reasonable time and location at which the grievance will be investigated fully. They must take all reasonable steps to attend the meeting. They will then be notified of the decision in writing, normally within ten working days of the meeting, including the right of appeal.

If they wish to appeal they must inform the Chair of the Parish Council within five working days. They will then be invited to a further meeting, which they must take all reasonable steps to attend. As far as reasonably practicable, Headcorn Parish Council will be represented by a more Senior Manager than attended the first meeting, unless the most Senior Manager attended that meeting.

Following the appeal the individual will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

Headcorn Parish Council reserve the right to allow third parties to chair any formal hearing.