

## BUXTED PARISH COUNCIL

### GRIEVANCE PROCEDURE AND PROBLEM SOLVING POLICY

The Council recognises that it is in everybody's best interest that employees have the means to raise any issues or problems affecting them at work, in an atmosphere of mutual trust and confidence.

It is the Council's aim that issues are settled quickly and informally by the Personnel Committee. If, however, concerns cannot be resolved informally, employees have the right to discuss the matter with the Appeals Sub-Committee.

#### Principles

An employee has the right to be accompanied by a colleague to act as a witness or to give support, or an accredited Trade Union Representative, who may act as a witness of the proceedings.

An employee under the age of 18 should be advised to be accompanied by a parent or legal guardian to give advice and support.

#### The Procedure

**First Stage:** Discussion with the Chairman.

**Aim:** To resolve the issue informally within five working days.

If a solution cannot be found, the matter should be referred in writing, by the employee to the Full Council or Personnel Committee (if one available).

**Second Stage:** Discussion with the Full Council or Personnel Committee.

**Aim:** To consider the full details arising out of the previous discussion with the Chairman and resolve the matter within a period of ten working days.

**Third Stage:** To seek guidance from the Arbitration, Conciliation and Advisory Service (ACAS) which will be binding on both parties.

**Aim:** To consider the full details arising out of the previous discussion with the Chairman and Personnel Committee/Full Council within fourteen working days. The decisions reached will be formally communicated to the employee in writing.