



Halewood Town Council

Grievance Policy



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HALEWOOD TOWN COUNCIL

INTRODUCTION

1. This policy is based on and complies with the 2015 ACAS Code of Practice: [Acas Code of Practice on disciplinary and grievance procedures | Acas](#) and also takes account of the ACAS guide on discipline and grievances at work: [ACAS guide to discipline and grievances at work | Acas](#). It aims to encourage and maintain good relationships between the Town Council and its employees by treating grievances seriously and resolving them as quickly as possible. It sets out the arrangements for employees to raise their concerns, problems or complaints about their employment with the Town Council. The policy will be applied fairly, consistently and in accordance with the Equality Act 2010.
2. Many problems can be raised and settled during the course of everyday working relationships. Employees should aim to settle most grievances informally with their line manager.
3. This policy confirms:
 - employees have the right to be accompanied or represented at a grievance meeting or appeal by a workplace colleague, a trade union representative or a trade union official. The companion will be permitted to address the grievance/appeal meetings, to present the employee's case for his /her grievance/appeal and to confer with the employee. The companion cannot answer questions put to the employee, address the meeting against the employee's wishes or prevent the employee from explaining his/her case
 - the Town Council will give employees reasonable notice of the date of the grievance/appeal meetings. Employees and their companions must make all reasonable efforts to attend. If the employee's companion is not available for the proposed date of the meeting, the employee can request a postponement and can propose an alternative date that is within five working days of the original meeting date
 - any changes to specified time limits must be agreed by the employee and the Town Council
 - an employee has the right to appeal against the decision about his/her grievance. The appeal decision is final



- information about an employee's grievance will be restricted to those involved in the grievance process. A record of the reason for the grievance, its outcome and action taken is confidential to the employee. The employee's grievance records will be held by the Town Council in accordance with the Data Protection Act 1998
- recordings of the proceedings at any stage of the grievance procedure are prohibited, unless agreed as a reasonable adjustment that takes account of an employee's medical condition
- if an employee who is already subject to a disciplinary process raises a grievance, the grievance will normally be heard after completion of the disciplinary procedure
- if a grievance is not upheld, no disciplinary action will be taken against an employee if he/she raised the grievance in good faith
- the Town Council may consider mediation at any stage of the grievance procedure where appropriate, (for example where there have been communication breakdowns or allegations of bullying or harassment). Mediation is a dispute resolution process which requires the Town Council's and the employee's consent.

INFORMAL GRIEVANCE PROCEDURE (Stage 1)

4. The Town Council and its employees benefit if grievances are resolved informally and as quickly as possible. As soon as a problem arises, the employee should raise it with his/her manager to see if an informal solution is possible. Both should try to resolve the matter at this stage. If the employee does not want to discuss the grievance with his/her manager (for example, because it concerns the manager), the employee should contact the Chairman of the staffing committee or, if appropriate, another member of the staffing committee.

FORMAL GRIEVANCE PROCEDURE (Stage 2)

5. If it is not possible to resolve the grievance informally, the employee may submit a formal grievance. It should be submitted in writing to the Chairperson of the Town Council (or the Deputy-Chair of the Council if the matter involves the Chairperson).
6. The Chairperson of the Town Council will appoint a panel of three members to investigate the grievance. The panel will appoint a Chair from one of its members. No Town Councillor with direct involvement in the matter shall be appointed to the panel. The



council will seek advice/support from its appointed HR Advisors to assist the panel with its work.

Investigation

7. The panel will investigate the matter before the grievance meeting which may include interviewing others (e.g. employees, Town Councillors or members of the public).

Notification

8. Within 10 working days of the Town Council receiving the employee's grievance, the employee will be asked, in writing, to attend a grievance meeting. The panel's letter will include the following:
 - the names of its Chair and other members
 - a summary of the employee's grievance based on his/her written submission
 - the date, time and place for the meeting. The employee will be given reasonable notice of the meeting which will be within 25 working days of when the Town Council received the grievance
 - the employee's right to be accompanied by a workplace colleague, a trade union representative or a trade union official
 - a copy of the Town Council's grievance policy
 - confirmation that, if necessary, witnesses may attend on the employee's behalf and that the employee should provide the names of his/her witnesses at least five working days before the meeting
 - confirmation that the employee will provide the Town Council with any supporting evidence at least five working days before the meeting.

The grievance meeting

9. At the grievance meeting:
 - the Chair of the panel will introduce the members of the panel to the employee.
 - the employee (or companion) will set out the grievance and present the evidence.
 - the Chair will ask the employee what action he/she wants the Town Council to take.
 - any member of the panel and the employee (or the companion) may question any witness.
 - the employee (or companion) will have the opportunity to sum up the case.



- the Chair will provide the employee with the panel's decision, in writing, within five working days of the meeting. The letter will notify the employee of the action, if any, that the Town Council will take and of the employee's right to appeal.
- a grievance meeting may be adjourned to allow matters that were raised during the meeting to be investigated by the panel.

The Appeal (Stage 3)

10. If an employee decides that his/her grievance has not been satisfactorily resolved by the panel, he/she may submit a written appeal to the Chairperson of Halewood Town Council (or Deputy Chair if the matter concerns the Chair). An appeal must be received by the Town Council within five working days of the employee receiving the panel's decision and must specify the grounds of appeal.
11. Appeals may be raised on a number of grounds. Examples include:
 - a failure by the Town Council to follow its grievance policy
 - the decision was not supported by the evidence
 - the action proposed by the panel was inadequate/inappropriate
 - new evidence has come to light since the grievance meeting.
12. The Appeal will be heard by a new panel of three members of the council who have not previously been involved in the case. There may be insufficient elected members who have not previously been involved. If so, the appeal panel will be a group of three different Town Council members, but this may include members of the original panel. The appeal panel will appoint a Chair from one of its members.
13. The employee will be notified, in writing, within 10 working days of receipt of the appeal of the time, date and place of the appeal meeting. The meeting will take place within 25 working days of the Town Council's receipt of the appeal. The employee will be advised that he/she may be accompanied by a workplace colleague, a trade union representative or a trade union official.
14. At the appeal meeting, the new Chair will:
 - introduce the panel members to the employee
 - explain the purpose of the meeting, which is to hear the employee's reasons for appealing against the decision of the specially convened staffing panel.
 - explain the action that the appeal panel may take.
15. The employee (or his/her companion) will be asked to explain the grounds of his/her appeal.



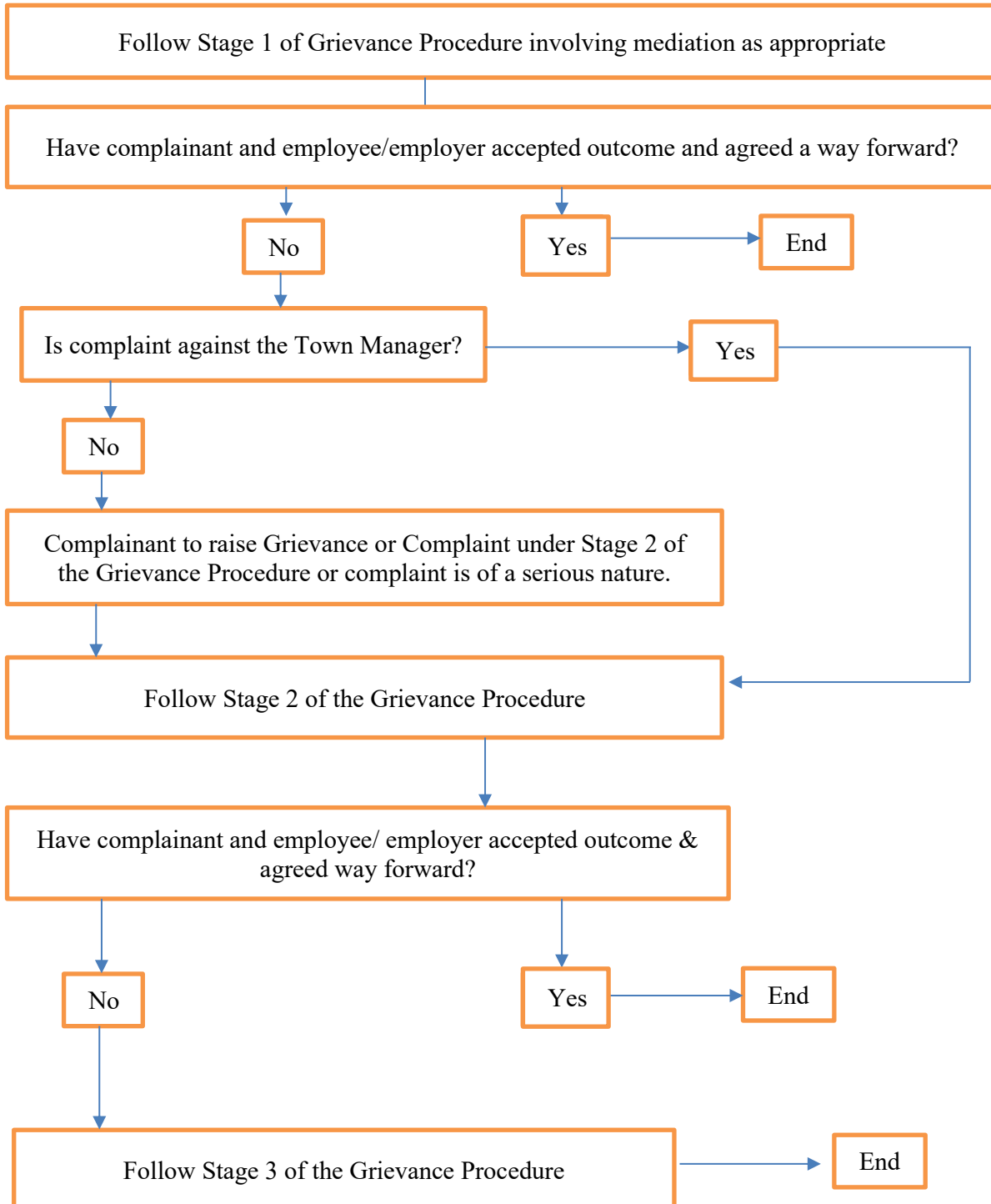
16. The Chair will inform the employee that he/she will receive the decision and the panel's reasons, in writing, within five working days of the appeal meeting.
17. The appeal panel may decide to uphold the decision of the original staffing panel, or substitute its own decision.
18. The decision of the appeal panel is final.

Linked Policies

- Staff Code of Conduct
- Disciplinary Policy

Last Review Date	November 2025
Next Review Date	May 2027
Date Approved	20 th November 2025

Appendix 1 – Procedure to follow for Grievances





APPENDIX 2 – DRAFT LETTER CONFIRMING ACKNOWLEDGEMENT OF THE GRIEVANCE LETTER

(Insert employee name and address)

(insert Date)

Dear (insert employee name),

I am writing to acknowledge receipt of your written grievance document, which is dated (insert the date the grievance letter was received).

It is my intention to give this matter full consideration.

As part of this process, I propose to hold a meeting with you to discuss the details of your grievance, and I will confirm the date and time as soon as I have arranged the Grievance Hearing. I will confirm the Grievance Hearing details as soon as practical

You will have the right to be accompanied at the meeting by a work colleague or an accredited trade union representative. It is your responsibility to inform your companion of the details of the meeting, but if you do choose to be accompanied by a work colleague, we will, as far as practicable, ensure that they are available to attend at the grievance meeting.

Yours sincerely

INSERT NAME
INSERT POSITION