



# Walsham le Willows Parish Council

## Grievance Procedure

### **DEALING WITH GRIEVANCES INFORMALLY**

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 Parish Clerk. You may be able to agree a solution informally between you.

### **FORMAL GRIEVANCE**

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Parish Clerk. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against the Parish Clerk and you feel unable to approach him or her you should talk to the Chair of the Parish Council or any other Parish Councillor.

### **GRIEVANCE HEARING**

The Clerk, Chair or Parish Councillor will call you to a meeting, 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.

After the meeting the Parish Clerk, Chair or Parish Councillor will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision the Parish Clerk, Chair or Parish Councillor will inform you of this and the likely timescale involved.

### **APPEAL**

If you are unhappy with your the decision and you wish to appeal you should let the Parish Clerk, Chair or Parish Councillor know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a minimum of three Parish Councillors. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the Clerk, Chair or Parish Councillor will give you a decision, normally within 24 hours. Their decision is final.