



Knutsford Town Council

Grievance Policy

November 2019

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Introduction

- 1.1 The Council seeks to be responsive to concerns raised by employees who are encouraged to raise issues affecting their happiness at work with their line manager. Where the issues are concerning the Town Clerk, these should be addressed to the Town Mayor.
- 1.2 The Council will attempt to resolve issues informally. Where it has not been possible to resolve an issue informally, or where this would not be appropriate, a formal grievance may be raised in accordance with this policy.
- 1.3 Any written complaint or grievance which alleges that a member has failed to comply with the council's Code of Conduct will be referred to Monitoring Officer at Cheshire East Council.

Raising a Grievance

- 2.1 An employee may raise a formal grievance in writing, stating that it is a formal grievance and providing as much information about the grievance as possible, including any relevant dates and times.
- 2.2 Grievances should be raised with the employee's line manager, where the grievance is about the employee's line manager it should be raised with the Town Clerk. Grievances about the Town Clerk should be raised with the Town Mayor.



- 2.3 Grievances will normally be dealt with by an employee's line manager. Grievances concerning the employee's line manager will be dealt with by the Town Clerk. Grievances concerning or raised by the Town Clerk will be dealt with by a sub-committee of the Personnel Committee.

Grievance Hearing

- 3.1 A grievance hearing will be arranged for the employee to explain the issue and suggest how it can be resolved.
- 3.2 An employee will have the right to be accompanied in accordance with the council's accompaniment policy.
- 3.3 The manager conducting the hearing will consider the information presented and may either deal with the matter immediately or decide to carry out further investigations. In that case the hearing will be adjourned until the investigation has been completed.
- 3.4 Once the investigations are concluded, if new information comes to light and it is considered appropriate, you may be invited to a reconvened meeting to have the opportunity to consider and respond to the findings of the investigation. Following this a decision on the outcome of your grievance will be made.

Allegations of Misconduct

- 4.1 Where an employee is making allegations of misconduct on the part of other employees the Council may need to carry out an investigation into the allegations and pursue the matter through the disciplinary procedure. Where this happens, the grievance will be held over until the disciplinary process has been concluded.

Relationship with other Procedures

- 5.1 Where a grievance relates to the conduct of other procedures such as the disciplinary or performance management procedures, the council may choose to either:
- a. delay the consideration of the grievance until that procedure has been completed



- b. deal with the grievance in the course of that procedure or by way of appeal if that appears to be a fairer or more straightforward way of dealing with the issue

Appeal

- 6.1 An employee may appeal any decision taken under this policy in accordance with the council's appeals policy.



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