# **Ormesby St Margaret with Scratby 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 Chair of the Personnel Committee. 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 Chair of the Personnel Committee. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against the Chair of the Personnel Committee and you feel unable to approach him or her you should talk to the Chair or the Vice Chair.

## **Grievance hearing**

You will be called to a meeting, usually 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 manager will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision your manger will inform you of this and the likely timescale involved.

## **Appeal**

If you are unhappy with the decision and you wish to appeal you should inform the Chair of the Personnel Committee.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the chair (or vice chair). 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 you will be given a decision, normally within 24 hours. The decision-maker’s decision is final.