LITTLE WITLEY PARISH COUNCIL
2026

Grievance

Procedure

Last Reviewed 2025

Version: 1

1.0 Introduction

A grievance is defined as a concern, problem or complaint that a Councillor or Clerk raises with their Chairman or Vice Chairman. The procedure has informal, formal, hearing stages, and where appropriate, an appeal stage. This grievance procedure has been documented to promote and encourage a positive working environment, within which, members of the Parish Council feel comfortable to raise their concerns without fear of reprisal or recrimination.

Under normal circumstances grievances should, in the first instant, be raised informally with the Parish Council Chairman, or if this is inappropriate, with the Parish Councils Vice Chairman to deal with issues of grievance.

Where a Councillor or Clerk raises a grievance against a person other than a fellow Council member, for example, a member of the public or an employee of a partner organisation, the grievance will be investigated in accordance with this procedure and appropriate action taken. However, the Councillor or Clerk should be made aware of the limited remedies available to the Parish Council.

Where a member of the Parish Council alleges bullying/harassment/victimisation then this will be investigated in accordance with the disciplinary procedure.

All Parish Council members have the right to bring a grievance and it is a fundamental principle of this procedure that no Council member shall be subject to any detriment for having raised a grievance in good faith. But where a grievance is found to have been raised maliciously then disciplinary action may be taken against the Council member raising the grievance.

The Chairman or Vice Chairman must, as far as is practicable, adhere to the timescales set out in this procedure. Where exceptional circumstances arise, which result in a delay the person handling the grievance must write to the Council member concerned with their reasons for the delay and their revised timescales.

The Chairman or Vice Chairman is responsible for maintaining confidentiality throughout the process.

At every procedural stage the Councillor or Clerk will be given the opportunity to state their case before any decision is made and during the formal stages be accompanied by a person of their choice.

A Councillor or Clerk will have the right to appeal against any grievance hearing decision.

This procedure applies to all Council members with no exceptions.

2.0 The Informal stage

If you have a grievance you should communicate this either verbally or in writing to the Parish Council Chairman or Vice Chairman. The grievance should detail the basis for the complaint or concern, along with the Council members suggested remedies for resolution.

In the first instance, an attempt should be made to resolve the grievance informally. If this cannot be achieved, then the formal stage of the procedure will commence.

Where the Council member is raising a formal grievance without first pursuing an informal resolution, they should also set out in their submission letter the reasons why an informal approach would, in their opinion, have been inappropriate.

3.0 The Formal Submission and Hearing

Upon receipt of a formal grievance letter the Chairman or Vice Chairman will invite the Council member to a meeting to discuss their grievance. The Council member will be entitled to be to be accompanied at the meeting by a person of their choice. This meeting shall take place within 10 working days of receiving the grievance.

The grievance will be investigated fully and the Council member submitting the grievance will be invited to explain fully their complaint and suggest how they would like to see it resolved. The emphasis of the investigation will be to find ways to resolve the grievance and alleviate the employee's concerns.

The Chairman or Vice Chairman will advise the Council member of the outcome of their grievance in writing within 5 working days after the completion of their investigation and within 20 working days of the raising of the formal grievance.

4.0 Appeal

If the Council member is dissatisfied with the appeal decision, they may appeal in writing against the decision to the Chairman or Vice Chairman within five working days of the decision. An appeal may be raised if, the Council member thinks the finding, or action plan, is unfair, new evidence has come to light or that this procedure was not applied properly.

The appeal must be heard by someone other than the person managing the initial grievance. The person selected must be able to act impartially and be reasonable at all times. The appeal must be heard within five working days. The decision of the appeal hearing will be final, and the Council member will have no further right of appeal.

5.0 Record Keeping

In all cases, written records of the nature of the grievance raised, the employer's response, action taken (with reasons), details of any appeal and subsequent developments will be retained and kept in accordance with the Data Protection Act.

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