



DORCHESTER TOWN COUNCIL

STAFF DOCUMENTS SERIES

GRIEVANCE PROCEDURE



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PROCEDURE FOR SETTLING GRIEVANCES

1. Where a member of staff has a grievance about anything connected with their work they should discuss it with their immediate supervisor in the first instance.
2. The supervisor should reply orally as soon as possible and in any case within seven days.
3. If the member of staff is not satisfied with the reply they can see their trade union representative who may then take the matter up with the supervisor involved either orally or in writing. A member of staff who is not a member of a trade union can make representations personally to the Deputy Town Clerk.
4. The Council hopes that most grievances will be resolved at supervisor level.
5. If the complaint is still not resolved the member of staff or their representative should submit the grievance in writing to the Town Clerk, at the same time giving a copy to the supervisor involved in the initial discussions.
6. The Town Clerk will, as soon as possible and in any case within ten working days, arrange a meeting with the interested parties and, if they request, with the full time trade union official.
7. As soon as possible after this meeting the Town Clerk will confirm the decision in writing. The complaint may be referred back with appropriate notes or rejected.
8. If the member of staff is still aggrieved in respect of their original complaint the grievance can be referred to the Mayor and the Chairman and Vice-Chairman of the Personnel Panel.
9. All stages of this procedure will be carried out as quickly as possible in the interests of both management and members of staff.
10. The time limits set out above should be complied with, or if this is not possible a written explanation will be given to the aggrieved member of staff within the time stated as to why a further extension is necessary. The parties may on occasion and by mutual agreement modify the time limits referred to in this procedure.
11. This procedure does not exclude the following possibilities:
 - That the member of staff and their representative approach the supervisor in the first instance.
 - That the member of staff is represented or not.
 - That a group of members of staff are represented by a trade union official; or that the procedure should be available to a group of members of staff sharing a grievance.