

# PORTCHESTER CREMATORIUM JOINT COMMITTEE STAFF GRIEVANCE PROCEDURE

## Scope and Application

The grievance procedure is intended as a tool by which a member of staff employed at Portchester Crematorium may have a grievance regarding any condition of their employment heard by the Crematorium Manager and Registrar. The procedure does not preclude the normal practice of an employee being able to request a meeting with the Crematorium Manager and Registrar at any time.

At any point in the formal procedure the employee has the right to be accompanied by a single companion who is either a work colleague or trade union representative. There is no duty on a work colleague or trade union representative to accept a request to accompany an employee and no pressure should be brought to bear on an individual if they do not wish to act as a companion.

Some of the more common grievances covered by these procedures relate to:

- Terms and conditions of employment
- Health & Safety
- Relationships at work
- New working practices
- Organisational change

These procedures have been formulated with the benefit of guidance from ACAS.

## Grievance Procedure – Stage 1

1.1 Informal Approach An employee who feels aggrieved by his/her working conditions or the behaviour of another employee should in the first instance approach the Manager and Registrar. This initial approach should be made verbally. The Manager and Registrar will normally investigate the grievance, and will report back to the employee as quickly as possible before the expiration of 7 working days.

If the employee considers that their grievance has not been resolved by the above action the employee may choose to raise a formal grievance.

## Grievance Procedure – Stage 2

2.1 Formal Approach Where a grievance has not been resolved informally the details should be put in writing by the employee and sent to the Manager and Registrar. Where the grievance is against the Manager and Registrar the matter should be addressed to the Clerk to the Joint Committee. Where appropriate the person hearing the complaint will undertake an investigation in written form that can be used in a later appeal if any such appeal is made.

## **PORTCHESTER CREMATORIUM JOINT COMMITTEE STAFF GRIEVANCE PROCEDURE**

- 2.2 The employee will be invited to attend a hearing at a mutually convenient time in order to discuss the grievance. The employee has the right to be accompanied by a trade union representative or colleague. The chosen companion has no legal right to answer questions on the employee's behalf but may otherwise participate as fully as possible in the hearing, and may ask questions. The hearing will be convened within 10 working days of receipt of the grievance. Both sides may bring witnesses or documentary evidence where appropriate to support their argument provided that all parties have copies and are informed of witnesses' names prior to the hearing. The Clerk to the Joint Committee and a Chief Officer<sup>1</sup> will hear the grievance and give a verbal opinion at the end of the meeting.
- 2.3 Following the hearing the employee will be informed of the decision in writing and advised of their right to appeal. Full records will be kept detailing the nature of the grievance, the action taken and reasons for it. These records will be kept separately to the employee's personal file in a secure cupboard.
- 2.4 Should the matter remain unresolved the employee may appeal against the decision as detailed below.

### **Grievance Procedure – Stage 3**

- 3.1 Appeal The employee must inform the Officer who conducted the hearing that he/she wishes to appeal within 10 working days following the hearing. An appeal hearing will then be convened. The employee will have the right to be accompanied by a union representative/colleague as detailed previously. The appeal will be heard by an Appeals Panel of the Joint Committee and not the Officer who conducted the previous hearing. The Appeals Panel will hear all the details of the grievance, previous steps taken to resolve the matter and may call witnesses as appropriate.

Following the appeal the employee will be informed of the decision of the Appeals Panel in writing by the Chairman of the Panel. The decision of the Panel will be final.

In rare cases it may be unavoidable that both Grievance and Disciplinary proceedings overlap. The appropriate procedures will be followed in all cases and one will not prejudice the outcome of the other.

JH/me  
1 June 2010

---

<sup>1</sup> Throughout all stages of this procedure any reference to 'chief officer' shall mean the Clerk, Treasurer, Engineer and Surveyor, Horticultural Consultant and their deputies