

# A Typical Grievance Process



## An employee raises a grievance

Grievances are concerns, problems or complaints and are usually requested in writing.

Consider if any immediate steps need to be taken to mitigate any risk highlighted by the grievance, such as the suspension of any alleged wrong doer.

Consult any relevant company policy or procedure which may give guidance on the issue.



## Grievance Meeting

Promptly invite the employee to a meeting to discuss their concerns and carry out any necessary investigation.

The employee has the right to be accompanied to the meeting by a colleague or trade union representative.



## Outcome

Inform the employee of the outcome in writing without delay, i.e. whether or not their grievance is being upheld.

Decide on any appropriate action to take as a result of the outcome.



## Appeal

The employee has the right to appeal the outcome of the grievance.

If they utilise the right to appeal an appeal meeting should be arranged.

The employee has a right to be accompanied to the meeting by a colleague or trade union representative. The appeal outcome should be confirmed in writing.

The appeal manager should be independent (and ideally more senior) to the grievance manager.