

# S A M P L E

**1. Introduction**

- 1.1 Please note that the Grievance Procedure applies to grievance matters in England and Wales. It does not apply to Northern Ireland.
- 1.2 It is important for employees to be aware of any concerns or complaints they have with their employer. If your employer has a procedure in place so that any such concerns or complaints can be dealt with, please use it. These Guidance Notes explain how to use the document. It should be noted that this does not constitute legal advice should any such concerns or complaints arise and as such if any queries arise legal advice should be sought.
- 1.3 Having a grievance procedure in place means that employees have a process to follow which they can follow should they have a complaint. It also means that employees can try to resolve matters without the need for a tribunal or employment tribunal.
- 1.4 An employer should ensure that the procedure is given to all employees at the beginning of their employment and that employees can raise grievances with ease and confidence. The procedure should be kept confidentially. Normally a written record is kept of all grievances raised and the actions taken; this should be kept for a minimum of 6 months. The record should include:
  - 1.4.1 A copy of the procedure given to all employees at the beginning of their employment.
  - 1.4.2 Employees are encouraged to raise grievances confidentially.
  - 1.4.3 Even where a grievance is not raised, a written record is kept outlining:
    - 1.4.3.1 The name of the employee who raised the grievance;
    - 1.4.3.2 The date of the grievance;
    - 1.4.3.3 The reasons for the grievance;
    - 1.4.3.4 Whether the grievance was resolved;
    - 1.4.3.5 The outcome of the grievance;
    - 1.4.3.6 Any subsequent actions taken.
- 1.5 Where necessary training should be provided for managers and employee representatives.
- 1.6 Employers should:
  - 1.6.1 Deal with grievances as quickly as possible and should not unreasonably delay those decisions;
  - 1.6.2 Carry out any investigations and interviews to establish the facts of the case; and
  - 1.6.3 Allow employees to be accompanied at any formal grievance meeting.
- 1.7 Employees may seek advice from their trade union or other employee representatives.
- 1.8 Where the company has a grievance procedure, an alternative manager, then the

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same manager must  
grievance is against

fairly and objectively even if the

- 1.9 If the grievance high  
these should be add

policies, procedures or conduct  
ole.

2. **Informal Procedure**

- 2.1 If a matter can be res  
employee to do so. S  
complaint allows the

eficial for both the employer and  
ussion as to the employees  
ction to resolve that issue.

- 2.2 Where a matter has  
letter to the employe  
been agreed upon. S

y, the employer should send a  
cussed and what actions have  
*Letter (EMP.DISC.04).*

3. **Stage 1 – Written Stateme**

- 3.1 Where the informal p  
employee has decide  
an informal discussi  
by sending a letter to  
*Employee Grievance*

tisfy the employee or an  
outlining their grievance without  
acknowledge such a statement  
a grievance meeting. See  
*RIEV.02).*

- 3.2 Employers, employe  
the meeting, and wh  
offered to ensure the  
reasonable alternativ  
companion cannot at

ld make every effort to attend  
ative time and date should be  
. The employee may offer a  
the original date if their chosen

4. **Stage 2 – Grievance Meeti**

- 4.1 At the grievance mee  
outline their grievanc  
resolved.

nd be given the opportunity to  
hink the grievance could be

- 4.2 The employee may b  
be aware that the co

meeting and the employer should

- 4.2.1 May address

n up the employee’s case;

- 4.2.2 May confer w

he meeting;

- 4.2.3 May not answ

loyees behalf;

- 4.2.4 May not addr  
and

mployee does not wish them to;

- 4.2.5 May not prev

plaining their case

- 4.3 Copies of meeting re  
circumstances e.g. to

the employee, except in certain

- 4.4 Document *Guidance*  
checklist to help prep

*etings (EMP.DGG.04)* contains a  
grievance meeting.

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5. **Stage 3 – Outcome of Meeting**

- 5.1 Following the grievance meeting, the employer must put in writing the outcome of the meeting. This should state whether the grievance was founded or not. See *Meeting Decision (EMP.GRIEV.03)*.
- 5.2 Employers should be aware that the actions taken to resolve a grievance may have an impact on other employees who may also feel aggrieved.
- 5.3 Employers should ensure that the grievance process is monitored and reviewed, as appropriate, to ensure it is being properly dealt with.

Employer must put in writing the outcome of whether the grievance was *Meeting Decision (EMP.GRIEV.03)*.

actions taken to resolve a grievance may also feel aggrieved.

is monitored and reviewed, as appropriately dealt with.

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6. **Stage 4 – Appeal**

- 6.1 If the employee is unhappy with the outcome of the meeting and feel their grievance has not been resolved, they have the right to appeal. Should the employee be allowed to appeal? The employer should send a letter acknowledging the appeal and setting the date for the appeal meeting. See *Employee Grievance Appeal Meeting (EMP.GRIEV.04)*.
- 6.2 Once the appeal meeting has taken place, the employer must send the employee a response stating the decision made by the employer. See *Employee Grievance Appeal Meeting (EMP.GRIEV.04)*.

of the meeting and feel their they have the right to appeal. Should send a letter acknowledging meeting. See *Employee Grievance Appeal Meeting (EMP.GRIEV.04)*.

employer must send the decision made by the employer. See *Employee Grievance Appeal Meeting (EMP.GRIEV.04)*.

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7. **Special Cases**

- 7.1 Collective grievances should be dealt with using the above Grievance Procedure, rather a disciplinary process.
- 7.2 If the grievance is raised during a disciplinary process, the disciplinary process should be suspended until the grievance is resolved.
- 7.3 If the grievance and disciplinary process are raised concurrently, they can both be dealt with together.
- 7.4 [If appropriate employees should be referred to for issues such as harassment or whistle blowing.]

using the above Grievance Procedure should be used.

disciplinary process, the disciplinary grievance to be dealt with first.

ated, they can both be dealt with together.

a separate procedure which can be used for issues such as harassment or whistle blowing.]

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