

Tips on conducting grievance procedures

1

REFER TO GRIEVANCE POLICY

- Your written policy should reflect the minimum statutory requirements. These, coupled with your business protocols, must provide key information regarding the process.
- Ensure that at all stages of the procedure you keep copies of the grievance, minutes of meetings, witness statements and any other relevant information.

2

INFORMAL RESOLUTION

- You should consider informal resolution (if appropriate) before moving matters to a formal procedure.
- If appropriate, this approach can lead to complaints being more easily resolved and has the ability to preserve employee relationships.

4

INVESTIGATE

- Where necessary, you should conduct an investigation into the circumstances which gave rise to the grievance (i.e. take witness statements).

3

FORMAL MEETING

- Where informal resolution is not appropriate or possible, on receipt of a written grievance, you should write to the employee and invite them to a formal grievance meeting and inform them of their right to be accompanied.
- Ensure that the person conducting this meeting remains impartial. For example, if a grievance has been made against a certain employee, consider the grievance officer's relationship to that person, or their relationship to the person who has raised the grievance.

5

ISSUE AN OUTCOME

- Following the grievance meeting and any investigation, the employee should be issued with a grievance outcome in writing. In this outcome letter you should inform the employee of their right to appeal the decision.

6

APPEAL

- If the employee seeks to appeal the decision you must invite them to attend an appeal hearing. You should also inform them in writing of their right to be accompanied.
- The appeal officer should be independent from the grievance officer and as far as is practicable, be more senior.
- The employee should be issued with an appeal outcome in writing.