

Grievance – FLOWCHART



When dealing with grievances it is essential to follow a clear and proper process to ensure that objectivity, consistence, fairness and compliance with employment law is maintained. Depending on the the issue and circumstances the process may be implemented at either an informal or formal stage.

The stages are outlined here:

Key points:

Issues that may cause a grievance;

- Terms and conditions of employment
- Health and safety
- Work relations
- Bullying and harassment
- New working practices
- Working environment
- Organisational change
- Discrimination

A **written procedure** should be in place to ensure consistency, transparency, fairness and compliance with the law and any relevant Codes of Practice

It is essential that the desired outcome of any grievance is clearly stated at the outset AND is achievable/deliverable.

Normally every party should be strongly encouraged to resolve matters informally where possible.

Mediation should be considered at every stage where appropriate.

Employees have the right to be **accompanied/ represented** at formal grievance meetings.

Copies of meeting records should be given to the employee.

Grievances and appeals should be lodged in writing to a named appropriate manager/Director.

The policy should have recommended time limits for the implantation of each step and required action (e.g. 5 working days).

Informal Stage

Where an employee makes a complaint relating to a workplace or employment issue it is normally advisable to attempt to resolve this through informal discussion with an appropriate level of management to attempt to find a workable resolution. Where appropriate it may be useful to engage in mediation, which can be considered at **any** stage of the process.

Formal Stage

Where an informal approach is unsuccessful, or an issue is so grave that an informal approach is inappropriate, the matter should be raised formally, in writing, setting out the nature of the grievance, and the desired outcome.

Employers should arrange for a formal meeting/hearing within a timeframe identified in their policy.

Grievance Hearing and Appeal

The employee has a right to be accompanied/represented by a colleague or Trade Union officer.

The hearing should be chaired by an appropriate senior manager, empowered to deliver the stated desired outcome if necessary. The hearing will adjourn before any decision is made with such decisions being in writing. The employee will have the right of appeal. Any appeal hearing should be arranged as per the original hearing but chaired by a different manager with no previous involvement **and** the authority to vary the original decision.