



Grievance PROCEDURE

1. Grievance Procedure

Grievances are concerns, problems or complaints that employees raise with their employers. If every preventative measure and informal approach has been tried without success, a Grievance Procedure needs to be followed.

Your organisation should have a written procedure that includes the process for handling grievances. It should also help to ensure that employees are aware of their rights.

The procedure should make it clear that management will investigate a claim fully BEFORE further action will be taken. There are a few things to consider when creating this procedure. It should state that:

- Mediators can be used, including when and how mediators should be used
- Grievances with clients or customers should be treated in the same way as grievances within the organisation. The organisation should do all that they can to protect their employees, and take action if they need to

AND a grievance meeting should be held. Management should ideally arrange the meeting within 5 working days of the complaint being made.

Anyone who carries out a Grievance Procedure for bullying and harassment should have training on how to do it. Written records should be completed for every case, and they need to contain all of the important information that's needed for the investigation.

It's important to keep an open mind and to look for evidence that supports both the aggrieved employee and the accused employee.

2. Grievance Meeting

Once a grievance meeting has been set up, everyone needs to do their best to attend. The aggrieved employee can be accompanied by a colleague, a trade union representative, or an official employed by a trade union.

The manager conducting the meeting should get as much information as possible, including any evidence to support the aggrieved employee's complaint. Everything should be approached formally and politely – it's crucial that the employee is encouraged to share their grievance freely and without judgement.

The meeting may need to be adjourned if further investigation is needed - management must be confident that the grievance is legitimate before taking further action.

Once the meeting is over, the employee must be informed of the outcome in writing - including what, if any, action is going to be taken.

The employee has the right to appeal the decision that's made if they disagree with it, and any appeals should be addressed without delay.



3. Grievance Action

If evidence suggests the grievance is valid, it's usually time to start a Disciplinary Procedure for the alleged bully.

Any action that's taken should be recorded and reviewed so that the grievance is dealt with effectively and according to your organisation's procedures.