**Example Grievance procedure**

The procedure

Stage one: informal discussion

Your first step is to raise any grievance by informal discussion with your supervisor or manager.

That person, in most cases, will be best placed to respond to the complaint. There may be occasions where it is inappropriate to raise the matter informally, in which case you should proceed straight to stage two. If the complaint is about that your supervisor or manager, you should raise the grievance with another manager or proceed straight to stage two.

Stage two: written grievance and meeting

If the matter cannot be satisfactorily resolved under stage one, or it is inappropriate to do so, you should raise the matter formally by setting out your grievance in writing and sending a copy to your manager. This should be done without unreasonable delay. Once your manager receives a written copy of the grievance, you will be invited to attend a meeting with them to discuss the grievance.

If you have not set out in detail the basis for your grievance in your initial letter raising the grievance, you should tell your manager before the meeting what the basis for the grievance is so that your manager has a reasonable opportunity to consider the grievance before the meeting and undertake any necessary initial investigations.

You have the right to be accompanied at the meeting as detailed below. You, and any companion, should make every effort to attend the meeting.

At the meeting, you will be given the opportunity to explain the grievance and how you consider it should be resolved. The meeting may be adjourned if it is felt that further investigations are necessary or more time is needed to consider the grievance.

After the meeting, your manager will inform you in writing of their decision and any proposed action in respect of the grievance, normally within five working days of the meeting. If more time is needed to consider the grievance, you will be informed of the revised timescale. You will also be informed in writing of the right to appeal against the decision.

Stage three: appeal

If you are not satisfied with the resolution of the grievance, you should appeal against the grievance decision. This should be done without unreasonable delay after receiving details of the grievance decision, by informing your manager and setting out the grounds for the appeal in writing.

You will then be invited to attend an appeal hearing. The appeal will be heard without unreasonable delay and, where possible, by a more senior manager not involved in the decision being appealed or any prior investigation, and their decision is final.

You have the right to be accompanied at the appeal hearing.

After the appeal, you will be informed in writing of the appeal decision and that there is no further right of appeal.