

**Appendix B. Grievance Procedure  
Flow Chart**

**Informal Resolution**  
Employees who may have problems, complaints or concerns should raise these through their line manager to look for a resolution. Dealing with grievances informally can often lead to the quickest and most effective resolution.

Is the grievance resolved?

Yes

No further action required.

No

**Formal Grievance**  
Employee puts their complaint in writing, within a reasonable period from when their issues arose (ie not more than 6 months), using the Grievance Register Form, and to outline the outcome they are seeking as a resolution.

**Formal Grievance meeting**  
The meeting should be arranged as soon as possible without unreasonable delay but ideally within 20 working days of receipt of the Grievance Register Form. Employee has the right to representation.

Following the completion of the investigation the Investigation Officer, without undue delay and no later than 3 months from the receipt of the Grievance Register Form, should meet with the employee to explain the written response. In the event that it is unlikely that a final response will be available in that time, then the appropriate senior manager and employee will need to be notified of the reason for the delay.

Is the employee satisfied with the response?

No

Yes

No further action required.

Being discontent with the outcome of the grievance is not a reason to appeal. However, if the employee is not satisfied that all the information relating to the grievance has been duly considered, or new information has come to light in support of their original grievance, then they may submit an appeal within 10 working days of receipt of the outcome letter.

Meeting to be held without unreasonable delay but no later than 25 working days following receipt of the appeal giving at least 3 working days' notice.

Employee has the right to representation

The outcome letter will usually be sent within 10 working days of the meeting or without unreasonable delay if additional investigation/information is required.