

HOW TO

Handle a Grievance

Tips and Guides for Managers

Grievances are usually raised by employees as a result of concerns, complaints or problems to do with their working environment. It could be that they have concerns about contractual issues, complaints about colleague's behaviour, feel they are a victim of discrimination or are not happy with particular practices at work.

It's important as a Manager that you have an awareness of grievances as even though an employee may not use the phrase "I want to raise a grievance" this doesn't mean that this isn't their intention.

Where possible it's always best to try and deal with grievances as soon as they are raised and in an informal manner in the first instance. Often people may not be aware of how their actions or comments are perceived or affect others; an informal conversation between the parties involved is often enough for the situation to be rectified.

It's important you have a formal grievance policy and procedure in place.

Steps involved in a formal grievance

- The person raising the grievance should put their grievance in writing outlining their concerns;
- A grievance meeting should take place as soon as is reasonably practical with the person hearing it undertaking any investigations necessary as a result of the original grievance or that come to light during the meeting (the meeting may need to be adjourned in order for this to take place);
- The employee must be allowed to be accompanied to the meetings by a companion (usually a colleague or trade union representative);
- Findings and recommendations made following the meeting and any investigation should be outlined in writing to the employee;
- The employee must be made aware that they have the right to appeal the findings if they don't feel their grievance has been resolved;

It's important that any grievance is dealt with by someone who can be fair, objective and transparent in their findings and recommendations, this will help to reduce the risk of possible employment tribunals from dissatisfied employees.

How can we help?

We provide advice and support and can write letters or scripts for your meetings, taking you through every step

- We can conduct investigations, sit in on your meetings or handle appeals
- We can develop your Grievance Policy and Procedure

- We provide training on conducting grievances