PROCEDURE FLOWCHART

GRIEVANCE FOR STAFF LEVEL 1-3

**Informal Resolution stage**

- Issue which cannot be resolved as part of normal day-to-day management process and discussion
- Normally to line manager
- Raise matter as a grievance under the informal resolution stage of the grievance procedure
- Meeting(s) and resolution seeking
- Line manager, complainant and other members of staff as appropriate to the circumstances and nature of the grievance, may include HR facilitated meeting(s).
- Actions aimed at addressing the grievance
- Mediation to be considered/explored wherever practical

**Formal Resolution stages**

**Stage 1**

- Issue which has not been resolved by informal resolution stage actions
- Normally complainants line manager
- Raise grievance in writing to Stage 1 Manager
- State what actions taken under previous stage and why these have not resolved the issue
- Complainant informed of investigation and anticipated timescales
- (May be investigated under other procedures if applicable)
- Stage 1 Manager meets with complainant
- Investigation by nominee of stage 1 Manager if appropriate
- Complainant notified of findings and any actions or recommendations

**Stage 2**

- Appeal in writing against Stage 1 outcome to Stage 2 Manager (Stage 2 Manager normally ‘next level’ manager)
- If Stage 1 Manager’s finding is overturned
- Grievance panel hearing comprising Stage 2 Manager or nominee plus other senior managers
- Final decision and complainant notified of outcome
- If Stage 1 Manager’s finding is upheld
- Final decision and complainant notified of outcome

Note: This diagram represents an overview of the procedure. Please refer to the policy itself for the full procedure and to Human Resources or the HR website for further guidance. See also related policies on dignity at work for further advice and sources of support.