

GRIEVANCE: GETTING THE PROCESS RIGHT

When dealing with grievances it is essential to follow a clear and proper process to ensure that objectivity, consistency, fairness and compliance with employment law are maintained. Depending on the issues and circumstances, the process may be implemented at either an informal or formal stage.

What you need to know...

ISSUES THAT MAY CAUSE A GRIEVANCE



- Terms and conditions of employment
- Health and safety
- Work relations
- Bullying and harassment
- New working practices
- Working environment
- Organisational change
- Discrimination

What you need to do...

ENSURE YOU HAVE A ROBUST PROCEDURE

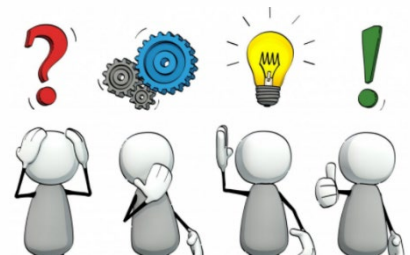


- A written procedure should be in place to ensure consistency, transparency, fairness and compliance with the law and any relevant Codes of Practice
- Your procedure should encourage employees to try to resolve matters informally before raising a grievance
- State the process for raising a formal grievance – usually in writing to an appropriate Manager, Director or HR
- The policy should have recommended time limits for the implementation of each step and required action (e.g. 5 working days from receipt)
- Ensure all people managers are aware of the procedure and **follow it**

- It is essential that the desired outcome of any grievance is clearly stated at the outset AND is actually achievable/deliverable
- Remember that employees have the right to be accompanied/ represented at formal grievance meetings
- Mediation should be considered at every stage where appropriate
- Copies of meeting records should be given to the employee

See below for HR Now's Grievance Process Flowchart

CONSIDERATIONS DURING THE PROCESS



HR Now's Grievance Process Flowchart:

