

# Formal Grievance Process

Informal process hasn't resolved concerns



*If the matter is serious or informal resolution is not appropriate, START HERE*

Employee raises a **formal grievance** in writing to Head of Institution/Responsible Person (RP)



Formal grievance meeting held between Employee and RP to hear grievance in more detail



Is investigation needed?

YES

Investigation takes place



NO

RP reconvenes formal grievance meeting



RP makes decision on outcome and actions and communicates this in writing to Employee



Is Employee content with resolution?

NO

Appeal process

YES

Take forward recommendations from the outcome e.g. disciplinary action / training recommendations / process changes

PROCESS COMPLETE

*Mediation and support services can be accessed throughout the grievance process*

## Grievance Appeals Process

Formal grievance process hasn't resolved concerns



Appeals letter submitted setting out grounds of appeal



Appeal meeting held



Outcome confirmed in writing



Take forward recommendations from the outcome e.g. disciplinary action / training recommendations / process changes



PROCESS COMPLETE

*Mediation and support services can be accessed throughout the grievance process*