

Grievance Policy

Which letter should I use for which meeting?

Each letter is numbered and a description provided to make it easier for you to identify the correct letter to use. You **must** ensure you use the **correct letter** therefore if you are unsure of which one to use please refer to the details below:

<u>Letter no.</u>	<u>Letter Name</u>	<u>When to use the letter</u>
Receiving a Grievance		
GRV1	Receipt of Grievance (verbal or in letter form) CONFIRMATION	Should you receive a complaint you should use this letter to confirm receipt. It gives you the opportunity to have a further dialogue or request a full grievance submission if appropriate. If you have received a grievance form as the first step, you should use GRV2
GRV2	Receipt of Grievance submission form CONFIRMATION	Once you have received a submission form, you should use this letter to confirm receipt. You must send this before the grievance form is passed to an independent manager.
Independent Manager		
GRV3	Independent manager CONFIRMATION (and/or Request for additional information)	The submission form has been passed to you as the independent manager. You should use this letter to advise the employee who submitted the grievance that you will be taking this issue forward and if you need to ask for additional information, you can do so with this letter.
GRV4	Grievance Panel INVITE	You are the Independent Manager and need to advise the employee who submitted the grievance as to the details for the panel meeting including confirming dates, attendees, any witnesses etc. You will also need to advise the manager who

		made the original decision and any witnesses involved of their required attendance. (NB this should be in writing, which can be e mail if possible).
GRV5	Grievance Panel OUTCOME	You have chaired a Grievance panel and you need to write to the employee to detail the outcome of the panel and summarise the details of each case presented.
GRV6	Grievance Appeal CONFIRMATION OF RECEIPT	The employee has appealed against the grievance panel outcome and this letter acknowledges receipt and requests detailed grounds of appeal within 21 days.
GRV7	Grievance Appeal - PANEL MEETING OUTCOME	Letter confirming the outcome of the appeal.

NB. In the case of collective grievance, please ensure that the word 'collective' is inserted prior to the word grievance in your correspondence