**You will need to ensure you REMOVE any paragraphs, wording or highlighted sections that aren’t relevant. If you need help on how to use the template letter, please refer to the How to complete a Template Letter document on People First.**

[Letterhead Details]

**STRICTLY PRIVATE & CONFIDENTIAL**

Addressee

Address 1

Address 2

Address 3

Address 4

Address 5

Ref**: *[Sender’s Initials]/ [Employee’s Initials]/ [Case Number]***

***[Date]***

Dear ***[Employee Title, Employee Name],***

**Re: Your Grievance letter**

I write to acknowledge receipt of your letter dated ***[letter date]*** which was received on ***[receipt date].***

I am sorry you have had cause to write to me on such a matter. I enclose a copy of the Grievance Policy for information. Please ensure that you have, where possible, tried to resolve the matter informally. (\*Delete as appropriate) \*Should you need any support with this, please speak with me, so that we can discuss the details OR \*This avenue does not seem possible/ OR has already been exhausted, you will need to complete the ‘Grievance Submission Form’ and return it to me. I can then ensure this is passed on to an independent manager for consideration.

I also wanted to remind you of our Employee Assistance Programme. The service is available 24 hours a day, 7 days a week, providing professional help to deal with work or personal issues. If you feel you might benefit from accessing this programme you can either call the 24 hour telephone line on **0800 716017**, alternatively if you just wanted to find out more about it you can visit their website [www.employeecare.com](http://www.employeecare.com), the ‘access code’ and ‘password’ are both 72992.

Should you have any question or queries, or have any immediate concerns, please do not hesitate to contact me.

All details of this process under the Grievance Policy should remain confidential and discussed only between those parties directly involved in the process. Contents of correspondence and case details should not be disclosed to other parties with the exception of your trade union representative. This requirement for confidentiality applies verbally, electronically, to use of social media and sharing hard copy content.

Yours sincerely,

**[Name]**

**[Job Title]**

**[cc:] (HR Consultant supporting the case)**

**[Encl.]** Grievance Policy