

## Dignity at Work 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. and link</u>	<u>Letter Name</u>	<u>When to use the letter</u>
<b>Receiving a complaint</b>		
<b>DIG1</b>	<b>Confirm receipt of formal written complaint</b>	Should you receive a complaint from an employee, you will need to use <b>DIG1</b> to confirm receipt, provide a copy of the policy, and advise them that with your support, every effort should be made to resolve the matter informally.
<b>DIG2</b>	<b>Failure to resolve informally</b>	Should the above fail to be resolved informally by the employee and/or with your intervention, then the matter will be referred to a joint panel to decide the next steps to be taken. You will need to use <b>DIG2</b> to confirm this.
<b>DIG3</b>	<b>Resolution – confirmation of informal</b>	Should the matter be resolved informally, including any actions for either party, you should use <b>DIG3</b> to confirm this.
<b>DIG4</b>	<b>Joint panel - outcome</b>	If you are presenting information to a joint group, you will need to use <b>DIG4</b> to advise the employee of the outcome and the next steps.
<b>DIG5</b>	<b>Invite to formal investigation meeting (complainant)</b>	You should use <b>DIG5</b> to invite the employee who submitted the complaint to a formal investigation meeting to establish the detail of their complaint and the outcome of any interventions attempted to date.
<b>DIG6</b>	<b>Invite to formal investigation meeting (alleged aggressor)</b>	You should advise the employee who the complaint is about of the allegation as soon as possible, and invite them to an investigation meeting. <b>DIG6</b> allows you to do both or in two steps if appropriate i.e. notify and invite.

		Should there be a case to answer, please refer to the Disciplinary Policy and templates. There is no need for an additional investigation under this process.
<b>DIG7</b>	<b>Complainant appeal</b>	Should the complainant not be happy with the investigation, the investigation manager should meet with the employee to try to resolve any outstanding concerns. If this is not possible, the employee has a single stage of appeal, which will go to the appropriate next line of management. You should use DIG8 to acknowledge receipt of the appeal.
<b>DIG8</b>	<b>Appeal - outcome</b>	You should use DIG9 to confirm the outcome of the appeal.