

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?

Investigation takes place

YES

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

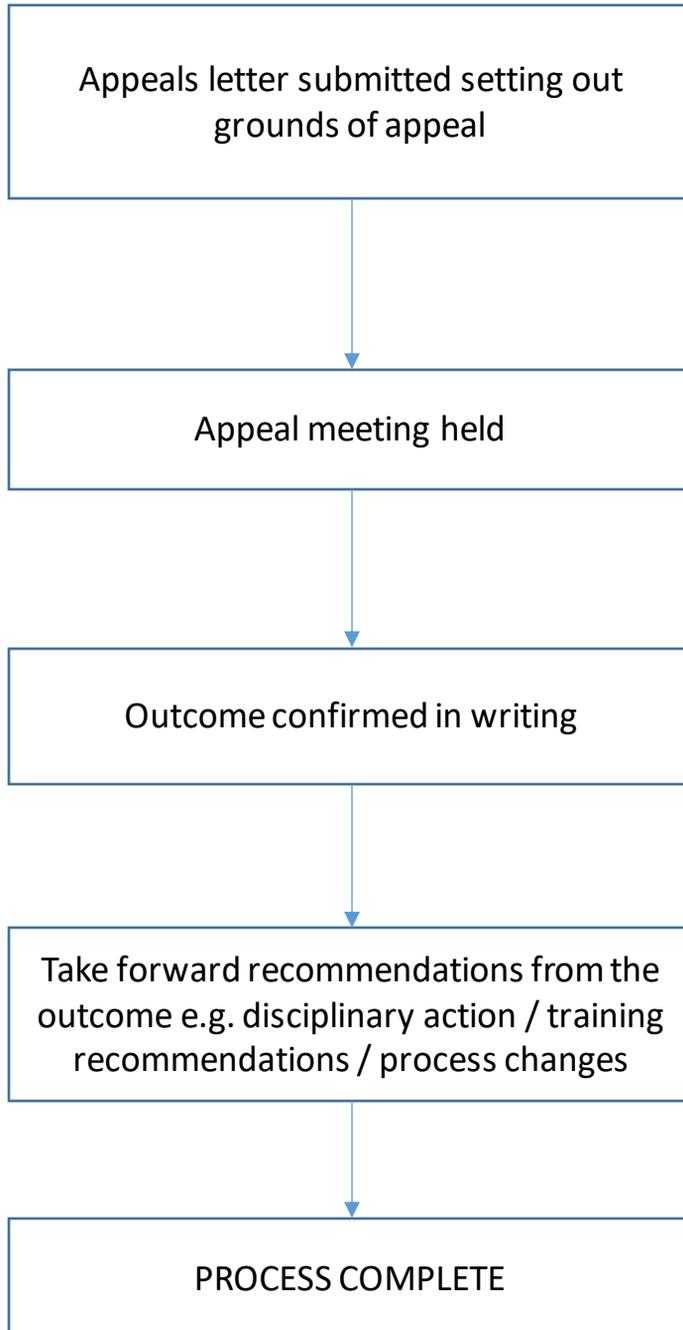
Take forward recommendations from the outcome e.g. disciplinary action / training recommendations / process changes

PROCESS COMPLETE

Mediation and support services can be accessed throughout the grievance process

Grievance Appeals Process

Formal grievance process hasn't resolved concerns



Mediation and support services can be accessed throughout the grievance process