

Sample grievance policy

1. Introduction

This policy is to help resolve grievances that you have, relating to your employment, as quickly and as fairly as possible.

2. Informal discussions

If you have a grievance about your employment you should discuss it informally with me. I hope that most concerns will be resolved in this way.

3. Statutory grievance procedure

If you feel that the matter has not been resolved through informal discussions, you should raise it formally. You should follow the procedure below. Under the statutory grievance procedure:

Step 1	You must inform me of your grievance in writing.
Step 2	I will invite you to a meeting to discuss the grievance and notify you in writing of the decision. You have the right to be accompanied by a representative at all grievance meetings. This could be another employee, friend or union representative.
Step 3	A right of appeal including an appeal meeting.

4. Appeals

If you wish to appeal against any decision, you must appeal in writing within five working days of the decision being communicated to you. Someone who was not involved in the original grievance will hear the appeal and decide the case as impartially as possible.

(Note: You will need to think in advance who this might be, for example it could be a local advocacy agency, independent living or direct payment adviser, user led organisation, etc.).