

Overview of a grievance process

Informal procedure

Raise the issue informally with your manager and try to resolve the situation through conversation.
If that does not have the desired outcome or you choose to avoid this step, then raise a formal grievance.

Formal procedure

Write a grievance letter to your employer setting out your complaint.

Investigation stage

Your employer will investigate the issues. This may involve a grievance investigation meeting.

Grievance meeting stage

Your employer will hold a grievance meeting at which you will be invited to state your case.
You have the right to be accompanied at this meeting.
Your employer will write to you to let you know the outcome of the grievance.

Appeal stage

You have the right to appeal against the outcome of the grievance meeting if you don't agree with it.
You should write to your employer stating that you do not agree with the decision and giving the reasons why.

Employer and employee attend grievance appeal meeting.
You have the right to be accompanied at this meeting.

Employer provides outcome of grievance appeal meeting in writing.

No further course of action available.
Seek advice about making an employment tribunal claim.
NB: An ET claim must be made within 3 months less one day of the action you're complaining about.