

These charts are intended to provide an example of good practice to employers and employees; they not intended to represent a statement of the law; nor do they form part of the Code of Practice for Disciplinary and Grievance Procedures as issued by the Social Security Minister. This Code of Practice and further guidance on a disciplinary policy please refer to the above website.

1. The Grievance Procedure

**Informal stage** – employee has a discussion with their line manager/HR.



An outcome is agreed; and a decision made as to whether any further action is required.



**Reminder:**

- If you have a dignity at work policy the procedures may differ so check this before starting the process.

No

Yes

Success – move on with no ill feelings.

Employee – formally raises a grievance in accordance with the company policy (usually in writing). Setting out the details of their concerns.



**Reminder:**

- keep written notes;
- offer any help available eg training/counselling etc

## 2. A Grievance Meeting

### In writing:

- Invite employee to a meeting in private within the timescales set out in the company's policy;
- Remind the employee of their right to be represented by a work colleague or union representative.
- Listen carefully to the employee; ask questions as appropriate.

### Reminder:

#### Ask the employee:

- for any evidence they may have available;
- names of any witnesses that they may want you to speak to;
- Keep accurate records;
- If you have an employee helpline advise the employee of this and the confidential nature of this service.
- Stress the confidential nature of this whole process and possible consequences if this is breached.

### The response:

- Inform the employee in writing of the decision;
- Offer the right of appeal to a more senior manager who has not been involved.

### The appeal:

- Appeals should be in writing (within the timescales for the business), setting out the grounds for appeal and any issues the employee may have with the early part of the process;
- Senior Manager will access the records of the grievance and assess any additional information.

### Reminder:

- Retain full and accurate notes of the hearing;
- Provide employee with a copy of the notes.

### Grievance hearing:

- Invite employee to a meeting as above;
- Allow employee to outline their concerns and take consideration of any additional information that has now been provided.

### 3. Final Stages

#### **Decision time:**

- Advise employee of the decision In writing within the timescales set out by the business;
- Advise the employee this is the end of the process OR, if there is a further stage, what this is.



#### **Reminder:**

- Employee who raised the grievance has the right to know if the allegations have been upheld or not, they should not be advised of any disciplinary action taken against the other employee(s);
- If subsequent disciplinary action is to be taken, please follow your disciplinary procedure to ensure fair process to the other party.