

# Grievance Checklist

## Informal Process

Action	Evidence
<input type="checkbox"/> Once you receive a grievance, speak with your employee to see whether it can be handled informally	Keep evidence of your conversation on their personnel file and ensure your employee has a copy
<input type="checkbox"/> If after the conversation, there is nothing further to address, close off the informal grievance	Take notes or e-mail your employee and keep evidence of this on your employee's personnel file
<input type="checkbox"/> If there is something to address, Explore the issue with the employee and put in place actions to resolve	E-mail a copy of the agreed actions to your employee and keep a copy of this on their personnel file
<input type="checkbox"/> Continue to monitor and check in on how everything is going	Keep evidence of monitoring and checking in
<input type="checkbox"/> If issue has been resolved, close off informal grievance process. If issue hasn't been resolved, move to formal grievance process	Keep evidence of whether informal grievance process has been resolved or whether moving onto formal grievance process.

## Formal Process

Action	Evidence
<input type="checkbox"/> Grievance received or has moved from informal to formal stage	File grievance on personnel file
<input type="checkbox"/> Investigate grievance yourself or arrange an appropriate manager to investigate	Add details to personnel file
<input type="checkbox"/> Send grievance hearing invite to employee include grievance policy	Add to personnel file
<input type="checkbox"/> Prepare for the hearing, i.e. arrange quiet, private room and someone to take notes or HR to be present	
<input type="checkbox"/> Hold the hearing – adjourn so grievance can be appropriately investigated	Add notes of hearing to personnel file
<input type="checkbox"/> Investigate yourself or arrange separate investigation manager to investigate grievance and ensure your employee is kept in the loop.	File investigation on personnel file
<input type="checkbox"/> Once the investigation has been completed, reconvene the hearing with your employee and give the outcome (alternatively write to your employee with the outcome)	Keep a copy of the notes and the outcome to the grievance on the personnel file
<input type="checkbox"/> If employee appeals, arrange a more senior manager to hear the appeal	Send all the details of the investigation and grievance process so far to the appeal hearing manager
<input type="checkbox"/> Advise employee who will hear their appeal	Confirm to appeal manager that you have advised the employee that they will be hearing the appeal

Action	Evidence
<input type="checkbox"/> Appeal hearing manager gives a letter to employee inviting them to the appeal hearing	Add letter to the personnel file
<input type="checkbox"/> Appeal hearing manager holds the hearing	Add notes of the appeal hearing to personnel file
<input type="checkbox"/> Appeal hearing manager sends the outcome letter plus the notes of the appeal hearing to the employee. This outcome is final and exhausts the internal procedure for this grievance	Add to the personnel file

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