Grievance procedure flowchart*

**STAGE 1**
Employee raises an informal grievance

**STAGE 2**
Have an informal meeting with the employee. Try to address their complaint. Keep a record of what was discussed at the meeting.

**Is the matter resolved?**

- **NO**

**STAGE 3**
Ask the employee if they wish to raise a formal grievance. Advise where to find the company's grievance procedure (this should be located in your company handbook and should as a minimum follow the ACAS code of Conduct on Disciplinary and Grievance procedures.)

**Investigate the employee's complaint.**

**STAGE 4**
Write the employee and invite to a grievance hearing.

**Hold the meeting.**

**STAGE 4B**
If required:
If any further complaints are raised, carry out further investigations

**STAGE 5**
Write to the employee with the outcome to advise whether their grievance is upheld. Advise the employee of their right to appeal.

**Is the grievance upheld?**

- **NO**

**STAGE 5B**
No - Employee appeals
Write to the employee and invite to an appeal hearing.

**STAGE 6**
Notify outcome of appeal in writing.

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*This flow chart is intended for guidance purposes only and should not be used without taking legal advice.