Grievance Policy Flowchart
Flowchart – Grievance Policy

Employee approaches the Line Manager to report an issue, concern or grievance as soon as the event occurs and no later than 3 months. If the matter is about the Employee’s Line Manager, the Employee will approach the Manager of the Line Manager.

Informal discussion held about the issue, concern or grievance, with the aim of resolving the grievance, quickly, amicably and within a reasonable period.

Issue, concern or grievance resolved informally by manager with HR support if required within 4 weeks.

Issue, concern or grievance resolved.

No further action is taken.

Issue, concern or grievance not resolved informally.

Manager proposes mediation to the employees and if both agree, Line Manager discusses with HR Adviser for referral to Mediation. If either party does not agree to this or mediation is unsuccessful, the Employee can request investigation under the formal stage. A Commissioning Manager and Investigation Officer are appointed.

Issue, concern or grievance is referred to HR, where an Investigation Officer is appointed to consider the matter within a reasonable period. A Commissioning Manager is also appointed and support identified for employees affected.

Investigation takes place with HR support, including investigation meetings with relevant parties. Investigation Officer presents the facts and findings in a written Investigation Report to the Commissioning Manager.

Report provided to the Employee. If there is no case to answer, no further action is taken. Where there is a case to answer, a Formal Grievance Hearing is held.

Hearing outcome may be appealed by the Employee within 10 working days of receipt of the letter. Outcome may refer issue to other Queen Mary policy.

Decision of the Grievance Appeal Panel is final and process ends.