**Grievance Procedure – Action Flow Chart**

A HR Representative/Appropriate Line Manager should conduct an investigation, interviewing the complainant, the person named in the complaint, and any witnesses. The investigator will send a report to the Grievance Hearing Panel to see if there is a case to answer

A Grievance Hearing should be organized and held promptly. The template “Invitation to Grievance Hearing” letter should be sent to the employee detailing the date and location of the hearing, and let them know of their right to be accompanied by a suitable colleague or trade union representative

Does the Grievance overlap with an ongoing disciplinary process relating to the same employee?

**No**

The Line Manager/ more senior employee should investigate the grievance in line with appendix 5B – Grievance Procedure – Investigation Flow Chart

**Yes**

You should speak to HR to see if the disciplinary process should be temporarily suspended while the grievance is being heard or whether it is appropriate to hear both the disciplinary and grievance hearings concurrently

The employee should raise the grievance with their Line Manager, or if the grievance relates to their Line Manager, then it should be raised with the a more senior employee. The grievance should be in writing and detail the incident(s) and any applicable dates and witness

The grievance hearing should then be held in line with appendix 5C (Grievance Procedure – Hearing Flowchart) and the outcome communicated to the employee as soon as possible after the meeting

**Yes but the outcome of the informal discussion did not reach an acceptable conclusion**

**No – it is not appropriate to raise this informally due to the nature of the incident/ of the persons involved**

**No**

Ask them to speak to their Line Manager or the employee and attempt to resolve this informally

Where an employee has raised a complaint against another employee or manager, you should advise them to resolve this informally in the first instance.

Have they tried to resolve this informally?