**Grievance Procedure – Hearing Flow Chart**

Once the investigation into the formal grievance has been undertaken, a date should be organised to hear the grievance. The grievance will normally consist of the Line Manager or a more senior manager, a HR representative, the employee and the employees representative.

The employee should be sent the template “Invite to Grievance Hearing Meeting” letter, along with the Grievance policy, and investigation documentation. They should be notified in the letter of their right to be accompanied by an appropriate work colleague or Trade Union Representative. This information should also be sent to the employee whom the grievance relates to.

Both employees should be given one working week notice of the hearing to give chance for them to review the investigation documentation

**The meeting**

The Chair of the panel should introduce the people who are present, why they are there and what roles they hold during the meeting. The Chair should confirm that notes will be taken during the meeting and circulated after the meeting has concluded

If the employee is not accompanied by a representative, the Chair should confirm that the employee is aware of their right to be accompanied before proceeding

The Chair should explain the format and purpose of the meeting (ie, to consider whether the grievance is justified, and what appropriate measures will be taken to correct any wrongs)

The Chair should explain when the outcome of the hearing will be known and how the outcome will be communicated to the employees

The panel will ask the employee raising the grievance to set out their case, answer questions and call their own witnesses to support their case

The panel will then ask the person who the grievance relates to, to lay out their defense, answer questions and call their witnesses if applicable

The panel will decide if there are any mitigating factors to take into account, and will give full consideration to these factors

The Chair should summarise the main points that have been discussed, and ask both employees if they wish to ask anything further

The meeting should then be adjourned to consider the points raised and any mitigating circumstances. Where any matters that have been raised need further exploration, the adjournment should be extended to allow further investigation, and the employees should be notified of the new date that the outcome will be delivered

If action needs to be taken against the employee whom the grievance was raised about, you should refer to appendix 6 – The Disciplinary Policy, and discuss this with HR

The meeting should then recommence, and the employees should be informed of the decision verbally, and this should be followed up in writing. Where the grievance is not upheld, the employee should be informed of their right to appeal

The panel will then decide on the outcome, and if the grievance is upheld in favour of the employee raising the grievance, must decide on the relevant sanction for the employee whom the grievance has been raised against.