GRIEVANCE PROCEDURE - FLOWCHART

The employee is complaining to you,
the immediate line manager, about a work related issue

Is this the first time? — Yes → **Immediate line manager to informally meet and try to resolve issue ***

*If the complaint is about the manager, alleging any form of discrimination or harassment, refer to PeoplePoint

Is this the first time? — No ↓

Immediate line manager to informally meet and try to resolve issue → **Resolved** — Yes →

Resolved — No →

Has this issue already been escalated through Company procedure? — Yes → **No further right to raise grievance**

Has this issue already been escalated through Company procedure? — No ↓

**STAGE 1
Employee submits written grievance to line manager**

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Line manager or peer manager to investigate, confirm scope and intended nature of investigation, interview witnesses, advise employee on right to be accompanied, meet and discuss. Conduct further investigations if required and meet again. Then confirm outcome → **Resolved** — Yes →

Resolved — No →

**STAGE 2
Employee submits written appeal to next level line manager**

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Senior line manager or peer manager to investigate, Confirm scope and intended nature of investigation, interview witnesses, advise employee on right to be accompanied, meet and discuss. Conduct further investigations if required and meet again. Then confirm outcome → **Resolved** — Yes →

Resolved — No → **No further right of appeal**

Keep records appropriate to case and complexity