

Internal Grievance Policy Template

Document Owner: [Company Name]

Effective Date: [Date]

Last Reviewed: [Date]

1. Purpose

The purpose of this policy is to provide a procedure for employees to raise grievances relating to their work, working environment, or relationships with colleagues or management. The aim is to resolve such issues promptly, fairly, and consistently.

2. Scope

This policy applies to all employees of [Company Name], including full-time, part-time, temporary, and contract staff.

3. Definition

A grievance is any concern, complaint, or issue raised by an employee regarding their employment, workplace, or colleagues.

4. Principles

- All grievances will be treated confidentially and sensitively.
- Employees may be accompanied at any stage of the process by a colleague or representative.
- No employee will be penalized for raising a genuine grievance.
- All grievances will be addressed promptly and dealt with fairly and consistently.

5. Procedure

1. Informal Resolution

Wherever possible, employees should first try to resolve the issue informally by discussing it directly with the person(s) involved or their direct supervisor.

2. Formal Grievance

If informal resolution is not possible or appropriate, the employee should submit a written grievance to their manager or the HR department, stating:

- The nature of the grievance
- Relevant facts, dates, and evidence
- Desired outcome or resolution

3. Grievance Meeting

A meeting will be arranged to discuss the grievance. The employee has the right to be accompanied. Notes will be taken and shared with relevant parties.

4. Investigation

The company may conduct an investigation, which could include interviewing individuals involved and reviewing relevant documentation.

5. Decision and Outcome

Once the investigation is complete, a decision will be made and communicated in writing to the employee. Actions to resolve the grievance, if any, will also be communicated.

6. Appeal

If the employee is not satisfied with the outcome, they may submit an appeal in writing within [x] days. An

appeal hearing will be held and a final decision provided.

6. Responsibilities

- **Managers:** Handle grievances promptly and fairly in accordance with this policy.
- **HR:** Provide guidance and ensure the process is followed correctly.
- **Employees:** Raise concerns constructively and cooperate in the resolution process.

7. Confidentiality

All grievance matters will be handled with strict confidentiality. Information will only be shared with parties directly involved in the resolution process.

8. Review

This policy will be reviewed regularly and updated as necessary to comply with changes in legislation and company requirements.

Approval:

Name: _____

Position: _____

Date: _____