

Staff Grievance Management Policy

1. Purpose

[Brief statement outlining the goals and purpose of the grievance management policy.]

2. Scope

[Description of which staff members and situations the policy applies to.]

3. Definitions

- **Grievance:** [Definition]
- **Employee:** [Definition]
- **Supervisor/Manager:** [Definition]

4. Principles

- [Confidentiality]
- [Respect]
- [Fairness]
- [Timeliness]

5. Grievance Procedure

1. Informal Resolution

- [Description of informal discussion/attempt to resolve issue]

2. Formal Submission

- [How to submit a formal grievance]
- [Required documentation]

3. Investigation

- [Steps in conducting investigation]

4. Outcome & Resolution

- [How decisions are communicated]
- [Potential outcomes]

5. Appeal Process

- [How to appeal an outcome]

6. Roles & Responsibilities

- **Staff:** [Responsibilities]
- **Managers:** [Responsibilities]
- **Human Resources:** [Responsibilities]

7. Confidentiality

[Statement on how information is handled and protected.]

8. Monitoring & Review

[How the effectiveness of the policy will be monitored and when it will be reviewed.]

9. Related Policies

- [List any related policies, e.g., Code of Conduct, Equal Opportunity]

10. Approval & Amendment

[Information on approval authority, date, and amendment procedures.]