

Standard Workplace Grievance Policy Template

1. Purpose

The purpose of this Workplace Grievance Policy is to provide a clear and fair procedure for employees to raise concerns or complaints about their work, working conditions, or relationships with colleagues, and to ensure that grievances are dealt with promptly and effectively.

2. Scope

This policy applies to all employees of [Company Name], regardless of position or length of service.

3. Definitions

- **Grievance:** Any concern, problem or complaint that an employee raises with management regarding their work, work environment, or relationships at work.

4. Policy Statement

[Company Name] encourages employees to raise any grievances at the earliest opportunity so that issues can be resolved quickly and fairly, with respect for all parties involved.

5. Grievance Procedure

1. **Informal Discussion:** Employees are encouraged to resolve grievances informally by discussing the matter with their direct supervisor or manager.
2. **Formal Grievance:** If the issue is not resolved informally, employees should submit a formal grievance in writing to the Human Resources (HR) department.
3. **Investigation:** HR will investigate the grievance objectively and may interview all relevant parties.
4. **Outcome:** HR will communicate the outcome in writing to all parties involved and discuss any required actions or resolutions.
5. **Appeal:** If the employee is not satisfied with the outcome, they may appeal in writing to senior management within 7 days.

6. Confidentiality

All grievance matters will be dealt with confidentially. Only those directly involved will be given information as needed to resolve the grievance.

7. No Victimisation

No employee will be victimised for raising a grievance in good faith.

8. Documentation

Records of all grievances and decisions will be kept by HR in accordance with company policy and data protection requirements.

9. Contacts

Contact	Role/Responsibility	Email/Phone
HR Manager	Receive and investigate grievances	[HR Email/Phone]
Senior Management	Appeals and oversight	[Manager Email/Phone]

10. Policy Review

This policy will be reviewed regularly and updated as required.