Complaint acknowledgement email

Send it within one business day of receiving the complaint, even if you only know the next step. For reports involving safety, violence or serious harassment, act on interim measures the same day and acknowledge immediately.

STANDARD GRIEVANCE

Subject: We've received your concern

Hi [First Name],

Thank you for raising your concern about [Brief Neutral Description, e.g. how overtime has been assigned on second shift]. I've received it on [Date Received] and I'm the person handling it.

What happens next:

1. I'll meet with you by [Meeting Date] to hear the details and any examples or documents you want to share. You can bring [Companion Rule, e.g. a coworker] if our grievance policy allows.
2. I'll then look into it, which may include talking to other people involved.
3. I aim to give you an update by [Update Date].

We'll keep this as confidential as we can. I can't promise total confidentiality, because looking into it may mean sharing some details with people who need to know.

Retaliation against anyone for raising a concern in good faith is against company policy and the law. If anything happens that feels like retaliation, tell me right away.

[Your Name]
[Title], [Company]
[Phone]

HARASSMENT OR DISCRIMINATION REPORT

Subject: Your report: next steps

Hi [First Name],

Thank you for reporting this. I know it isn't easy, and I want you to know we take it seriously.

I've received your report dated [Date Received]. [Investigator Name], [Investigator Role], will look into it. They will contact you by [Contact Date] to arrange a private conversation.

In the meantime:

- [Interim Measure, if any, e.g. you will not be scheduled on the same shift as the person named while we look into this. Your pay and hours will not change.]
- If anything else happens, report it to me or [Alternate Contact] immediately.

- Our employee assistance program is available confidentially at [EAP Contact].

We will share information only with people who need it to investigate and act. Retaliation for making a report, or for taking part in an investigation, is prohibited, and we will act on it if it happens.

[Your Name]
[Title], [Company]
[Phone]

ANONYMOUS OR HOTLINE REPORT

Subject: Report [Reference Number] received

Thank you for your report, reference [Reference Number], received on [Date Received].

We have assigned it for review. Because your report is anonymous, we can only contact you through [Hotline or Portal Name]. Please check back there by [Check-back Date]; we may have questions that would help us look into it properly.

Retaliation against anyone who reports a concern in good faith is prohibited.

[Company] Ethics and Compliance

NOTICE TO EMPLOYEE BEING INVESTIGATED

Subject: Request to meet: workplace investigation

Hi [First Name],

We've received a concern that we need to look into, and I'd like to meet with you on [Meeting Date] at [Time] in [Location] to hear your account.

No decision has been made. This is part of a fair process, and your side matters. [Interim Arrangement, if any, e.g. While we look into this, you'll be working from the day-shift schedule. This is not a disciplinary action and your pay is unchanged.]

Please keep the matter confidential and don't discuss it with anyone who may be involved. Retaliation against anyone who raised or is assisting with the concern is prohibited.

If you have questions before we meet, contact me.

[Your Name]
[Title], [Company]

SUBJECT LINE IDEAS

• We've received your concern

• Your report: next steps

• Report [Reference Number] received

• Following up on what you raised

• Your grievance: what happens next

• Request to meet: workplace investigation

SMS / WHATSAPP VERSION

Hi [First Name], this is [Your Name] from HR. I've received the concern you raised and will be in touch by [Meeting Date] to set up a private conversation. If anything urgent happens before then, call me at [Phone].

Placeholders to replace: [First Name], [Brief Neutral Description], [Date Received], [Meeting Date], [Update Date], [Investigator Name], [Contact Date], [Interim Measure], [Alternate Contact], [EAP Contact], [Reference Number], [Hotline or Portal Name], [Your Name], [Title], [Company], [Phone]