Grievance Policy and Procedure

Replace bracketed text with your company's details. Check the policy against any collective bargaining agreement, which takes precedence for covered employees, and against local law in each state or country where you employ people.

1. PURPOSE

[Company Name] wants problems at work to be raised early and resolved fairly. This policy explains how employees can raise a concern or complaint about their work, working conditions or relationships at work, and how the company will respond. It applies to all employees of [Company Name] [in (countries / states)]. [Employees covered by a collective bargaining agreement should use the grievance procedure in that agreement.]

2. WHAT THIS POLICY COVERS

You can use this procedure for concerns about, for example:

- Work assignments, schedules, workload or working conditions
- How a policy or practice has been applied to you
- Pay, overtime, or time-off decisions
- Health and safety concerns
- Treatment by a manager or co-worker that is not covered by another policy
- Changes to your terms of employment

Some concerns follow a separate process. Complaints of harassment, discrimination or retaliation are handled under our [Anti-Harassment and Equal Opportunity Policy]. Reports of fraud, legal violations or ethical misconduct can be made under our [Whistleblower / Speak-Up Policy] or hotline at [Hotline Number / URL]. Appeals against disciplinary decisions follow the appeal step in our [Progressive Discipline Policy]. If you are unsure which process applies, raise it under this policy and HR will route it.

3. PRINCIPLES

- Concerns will be taken seriously and dealt with promptly.
- Each grievance will be heard by someone who was not involved in the matter, where practical.
- You will have the chance to explain your concern fully and to bring relevant evidence.
- You may be accompanied at formal meetings by a co-worker [or union representative].
- Information will be shared only with people who need it to resolve the grievance.
- No one will be disciplined, demoted, or treated less favorably for raising a grievance in good faith or helping with one. Retaliation is a serious violation of this policy.
- Nothing in this policy limits your right to contact a government agency, discuss your terms and conditions of employment with co-workers, or take any other action protected by law.

4. STAGE 1: INFORMAL RESOLUTION

Most concerns are best resolved by talking to your manager. Raise the matter with your manager within [30] days of the issue. Your manager will discuss it with you and aim to resolve it within [5] working days. If your concern is about your manager, or you are not comfortable raising it with them, go to their manager or to HR at [HR Contact].

5. STAGE 2: FORMAL GRIEVANCE

If the matter is not resolved informally, or it is serious enough to go straight to a formal grievance, submit it in writing to HR using the grievance form or by email to [HR Email]. Explain what happened, when, who was involved, what you have already done to resolve it, and what outcome you are looking for.

HR will acknowledge your grievance within [3] working days and appoint a manager to hear it. You will be invited to a meeting, normally within [10] working days of submitting the grievance. The hearing manager may investigate further, including speaking to witnesses. You will receive a written decision, with reasons, normally within [10] working days after the meeting. If more time is needed, HR will tell you why and when to expect a decision.

6. STAGE 3: APPEAL

If you are not satisfied with the decision, you may appeal in writing to [HR / the appeal manager role] within [10] working days of receiving it, explaining why. The appeal will be heard by a more senior manager who was not involved earlier. You will be invited to an appeal meeting and receive a written decision, normally within [10] working days of that meeting. The appeal decision is final under this procedure.

7. RECORDS AND CONFIDENTIALITY

HR will keep a record of each formal grievance, including the written complaint, meeting notes, evidence, the decision and any appeal. Records are kept securely, separate from the general personnel file, for [number] years after the grievance is closed or longer if a legal claim is pending. Grievances will not be used as a basis for performance or disciplinary decisions.

8. RESPONSIBILITIES

Employees: raise concerns promptly and honestly, and take part in meetings. Managers: listen, try to resolve concerns early, refer formal grievances to HR, and never retaliate. HR: run the formal process, keep to the timelines, keep records, and report grievance trends to leadership [quarterly]. Leadership: act on recurring issues that the trends reveal.

GRIEVANCE SUBMISSION FORM

Employee name

Job title and department

Manager

Date submitted

Category

☐ Working conditions or schedule ☐ Pay or time off ☐ Application of a policy
☐ Treatment by manager or co-worker ☐ Health and safety ☐ Other

What happened, when, and who was involved

Steps already taken to resolve it

Outcome you are looking for

Witnesses or documents

Employee signature

Date

Received by HR (name and date)

ACKNOWLEDGEMENT

I have read and understand the Grievance Policy and Procedure.

Date

Date