**Staff Grievance Flowchart**

Employee can appeal in writing within 10 working days

Yes

End of process.

Appeal dealt with by someone not previously involved. Employee informed in writing of outcome, copies placed on personnel files. Appeal upheld?

Staff member has a complaint they wish to voice

Webform completed and submitted – triaged to Head of HR if not a Safeguarding concern

OR

Informal Discussion had with the individual/line manager/HR (look at mediation or other action)

Is this a safeguarding concern? IF so refer to Safeguarding flowchart also (Safeguarding Policy)

Did this resolve the issue?

No further action

Following investigation, communicate outcome to complainant. Grievance upheld?

No

Independent investigator assigned by HR to deal with disciplinary of alleged offender if applicable.

Offer right to appeal, and support to complainant.

Raise a formal written complaint with your line manager/HR as appropriate

Designated manager appointed by HR to investigate the complaint/grievance. Various individual meetings will be conducted with complainant, alleged offender, and witnesses (companions allowed)

Yes

Copies placed in personnel files.

No

No

Yes