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**(Name of Organisation)**

**Grievance Procedure**

**1 Preamble**

This procedure is to provide all employees with a means of raising any concerns, problems or complaints that they have about their employment. It will allow the organisation to deal with grievances fairly, consistently and speedily as possible.  
It is the right of every employee to use the procedure and the organisation encourages employees to do where they feel it is necessary.

**2 Procedure**

You should aim to resolve most grievances informally with their immediate manager. If that proves impossible or the response given is not to the satisfaction of the employee, then the formal Grievance Procedure should be invoked, as follows:

**Step 1**

You should write to your manager setting out the broad outline of your grievance. If your grievance is against your manager then should address your letter to .....

**Step 2**

Your Manager (or the person to whom you addressed your grievance) will invite you to attend a meeting to discuss in full your grievance. You can be accompanied or represented at the meeting by a work colleague or a union representative.

**Step 3**

The person who hears your grievance will give you a decision as soon as practicable. You will be given the right to an appeal meeting if you are not satisfied with the answer given. The decision given after an appeal hearing will be final.