



## Managing a Grievance: 10 Top Tips for Employers

As a business owner, you should have a clear grievance procedure in place, which must be easily accessible for all employees and be part of your employee handbook and contract.

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**01 The Informal Route:**  
When the complaint is made ensure line managers speak to the employee and look for a solution.

**02 Ask the Right Questions:**  
Start by exploring what outcome an employee wants. This focusses on working towards a solution.

**03 Moving to the Formal Route:**  
If you can't resolve the issue the employee must put it in writing to take it forward.



## 04 **Seek Advice:**

You must comply with the ACAS code of practice on disciplinary & grievance procedures.



## 05 **Representing Your Company:**

The employee's manager is the most appropriate person. If it's about the manager then another manager or HR should take it.



## 06 **Establish the Facts:**

Carry out a full investigation and collect all relevant evidence and speak with other employees.



## 07 **Grievance Interviews:**

Invite the employee who raised the grievance to a meeting. They can be accompanied.



## 08 **Keep Records:**

Every step must be in writing, including meetings invites and decisions made. Always minute every meeting.

## 09 **Communicate:**

The employee should be made aware of the process to be undertaken and must be informed of the outcome in writing.

## 10 **Prepare for an Appeal:**

If a grievance is rejected or partially rejected the employee can appeal. It should be heard by another manager.

