Appendix 2

The Grievance Process – Key Stages*

1. A grievance has been raised
2. Has an attempt been made to resolve the grievance informally
   - NO
   - YES
3. Has the grievance been put in writing and sent to the appropriate manager?
   - NO
   - YES
4. Invite member of staff to attend grievance hearing (usually within 10 working days) advising of right to be accompanied.
5. Has an appropriate panel been composed?
   - NO
   - YES
6. Hold grievance hearing.
7. Is the decision to wholly or partially uphold the complaint?
   - NO
   - YES

*This diagram provides a general overview of the grievance procedure and should be read in conjunction with the main disciplinary policy and procedures.