

## Objective

Create a written document that describes how staff can raise a complaint or concerns. This procedure will be explained to staff when they first join your business, must be accessible to them at all times and you must remind them of it at least once a year.



### 1: Understand the types of grievances your staff may have

Grievances are about the concerns staff have with how something or someone is affecting them in the workplace. They are often personal and can be sensitive. Here are some examples:

- Discrimination (pay, promotion, hours, workload)
- Sexual harassment or abuse
- Other types of harassment or abuse
- Working conditions



### 2: Decide how staff can raise grievances with management

It is up to you to decide how your procedure will work but you must ensure that the process is confidential, that the employee can go to another manager with a problem they are having with their immediate supervisor and there will not be retaliation against the employee for raising a grievance. Travelife recommends that your procedure details the following information:

- Who the employee should first approach with their grievance.
- That the employee should raise the issue promptly and be able to explain all of the facts.
- The employee and the manager they approach should first try to resolve the issue informally.
- If that is not possible, the employee should raise a formal complaint in writing and address it to a manager who is not the subject of the complaint.
- The employer should arrange a formal meeting as soon as possible and carry out an investigation of the grievance to establish all of the facts.
- That the employee can be accompanied at a formal meeting.
- How the employee can appeal a decision made about what action will be taken.
- That discussions will be kept confidential.



### 3: Communicate the procedure to staff

You should:

1. Make sure all new employees know about the procedure by including it in your terms and conditions of employment, in a staff handbook that they sign when they join, or formally adding it to the agenda/schedule of your staff inductions.
2. Make sure it is always accessible by displaying it in a staff area such as a break room or on your company intranet if all employees have access to it and you provide computers/tablets for them to use.
3. Ensure it is discussed at team or department meetings at least once a year or sent to staff as an e-mail or memo at least once a year.

## More Information & Resources

[Travelife Detailed Guide to Fair Labour Practices](#)

[Travelife Detailed Guide to Human Rights](#)