

8 KEY TIPS

Grievance Process and Resolution

- 1 Promote a Positive Culture**

Remind employees that everyone is responsible for contributing to a positive workplace culture and fostering healthy relationships.
- 2 Early Detection**

Be vigilant and address issues at the earliest opportunity to prevent escalation.
- 3 Private Discussions**

Have the difficult conversations in private meeting to understand the issue and explore possible resolution.
- 4 Follow Procedures**

Ensure adherence to relevant policies and procedures.
- 5 Confidentiality Matters**

Manage grievance matters confidentially in line with policies and GDPR.
- 6 Support Wellbeing**

These processes can be difficult, so offer reasonable wellbeing support to all parties involved in line with duty of care.
- 7 Lead by Example**

Personally contribute to a positive culture by leading by example, demonstrating the values and required behaviours.
- 8 Keep Records**

Keep accurate records.



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