

HOW TO CONDUCT A GRIEVANCE HEARING

- 1 Convene the grievance interview.
- 2 Listen objectively to the employee's complaint.
- 3 Thank the employee for bringing the matter to your attention, regardless of the outcome.
- 4 Hear witness evidence and allow for examination and cross-examination, as appropriate, by both sides. Consider any documentation provided by the employee.
- 5 Be prepared to answer questions/explain current practices, etc.
- 6 Seek clarification of the key issues, including any solutions sought. Summarise your understanding throughout the interview.
- 7 Arrange for comprehensive notes to be taken.
- 8 Allow time for the employee to confer in private with his or her companion at any point in the proceedings.
- 9 Adjourn the interview to allow consideration of the points raised and the circumstances. If the case is particularly complex or further investigations are necessary, request and agree an extension to the time allowed before a response is expected.
- 10 Consider the appropriate action to be taken, if any, bearing in mind any relevant procedures and possible repercussions.
- 11 Reconvene and inform the employee of your decision. Give your reasons and seek agreement, if possible. If an immediate recommendation cannot be given, ensure that it is communicated to both parties within the appropriate timescale and is confirmed in writing.
- 12 If a mutually acceptable agreement has not been/is not likely to be reached, inform the employee of his or her right to appeal to the next stage and the procedure for so doing, if the procedure has not been exhausted.