Private Edge

Template Letters for a Grievance Procedure

This guide contains four template letters to be used by employers in conjunction with the grievance procedure. Using and adapting these template letters will help to ensure that employers follow the correct grievance procedure and reduce the risk of successful claims   
by employees.

These letters are designed to be used in conjunction with the   
Grievance Procedure.

Letter 1 – Invitation to grievance meeting

**[On headed notepaper of the employer]**

[Name]  
[Address]

[Date]

Dear [Name]

Invitation to grievance meeting

I am writing to confirm receipt of your grievance dated [date]. [This will be addressed in accordance with our Grievance Procedure, a copy of which is attached.] I will be responsible for considering your grievance on behalf of [name of employer].

I would like to meet with you at [time] on [date] at [place] in order to ensure that I fully understand your grievance and to give you the opportunity to elaborate upon your written concerns. [[Name] will also be present at the meeting to take notes.] You are entitled to be accompanied to the meeting by a colleague or a trade union representative.

If there are any documents you would like me to consider that you feel support your grievance, or are relevant to it, please either send these to me or let me know which documents these are. You do not need to do this before we meet, but it may be helpful to do so if you would like to discuss any of the documents at the meeting.

When we meet, I would also like to understand what practical resolution you are seeking or which you think is realistic, so please give some thought to this in advance.

Please confirm you and any companion are able to attend this meeting, or if not let me know as soon as possible. Please also confirm who, if anyone, you wish to bring as a companion.

Following the meeting, I will investigate your grievance and then contact you again to explain my findings.

If you or your companion needs any particular assistance at the scheduled meeting, or there is anything else I ought to be aware of, please let me know.

Yours sincerely

[Name of sender]

Letter 2 – Grievance outcome letter

[On headed notepaper of the employer]

[Name]  
[Address]

[Date]

Dear [Name]

Outcome of grievance

Following our meeting on [date] at which we discussed grievance dated [date] [, and our subsequent meeting on [date]], I write to confirm my findings.

In addition to meeting with you, I investigated your grievance by [set out persons interviewed or documents considered or other investigation undertaken].

In light of this investigation, I have decided [to uphold **OR** not to uphold] your grievance. This is because [set out detailed reasons].

[In light of this decision **OR** Due to issues brought to light by your grievance], we will take the following action [details of action].

[I appreciate you may be disappointed with this outcome.] You have the right to appeal against my decision. If you wish to appeal, you must submit your appeal in writing to [name] within five working days after receiving this letter. You should state the grounds for your appeal in full and explain what action you believe should be taken in respect of the matters raised in your grievance.

Yours sincerely

[Name of sender]

On behalf of [name of employer]

N.B. It is not compulsory but can be useful to include with this letter the written records of the investigation, if such records were created, provided these records support the conclusion reached.

Letter 3 – Invitation to a grievance appeal meeting

[On headed notepaper of the employer]

[Name]  
[Address]

[Date]

Dear [Name]

Invitation to grievance appeal meeting

I am writing to confirm receipt of your grievance appeal dated [date]. [This will be addressed in accordance with our Grievance Procedure, a copy of which is attached.] I will be responsible for considering your grievance appeal on behalf of [name of employer].

I would like to meet with you at [time] on [date] at [place] in order to ensure that I fully understand the basis for your appeal against the original decision in respect of your grievance. [[Name] will also be present at the meeting to take notes.] You are entitled to be accompanied to the meeting by a colleague or a trade union representative.

If there are any documents you would like me to consider that you feel support your grievance appeal, or are relevant to it, please either send these to me or let me know which documents these are. You do not need to do this before we meet, but it may be helpful to do so if you would like to discuss any of the documents at the meeting.

When we meet, I would also like to understand what practical resolution you are seeking or which you think is realistic, so please give some thought to this in advance.

Please confirm you and any companion are able to attend this meeting, or if not let me know as soon as possible. Please also confirm who, if anyone, you wish to bring as a companion.

Following the meeting, I will consider your grievance appeal, carry out any appropriate investigation, and then contact you again to explain my findings. The grievance appeal process will be [a full rehearing of your original grievance OR limited to a review of the original decision on the grounds you raised in your letter dated [date]].

If you or your companion needs any particular assistance at the scheduled meeting, or there is anything else I ought to be aware of, please let me know.

Yours sincerely

[Name of sender]

Letter 4 – Grievance appeal outcome letter

[On headed notepaper of the employer]

[Name]  
[Address]

[Date]

Dear [Name]

Outcome of grievance appeal

Following our meeting on [date] at which we discussed grievance appeal dated [date] [, and our subsequent meeting on [date]], I write to confirm my findings.

In addition to meeting with you, I investigated your grievance appeal by [set out persons interviewed or documents considered or other investigation undertaken].

In light of this investigation, I have decided [to uphold **OR** vary] the original decision [, such that [set out details of variation]]. This is because [set out detailed reasons].

[In light of my decision **OR** Due to issues brought to light by your grievance and grievance appeal], we will take the following action [details of action].

My decision is final and there is no further right of appeal.

Yours sincerely

[Name of sender]

On behalf of [name of employer]

N.B. It is not compulsory but can be useful to include with this letter the written records of the investigation, if such records were created, provided these records support the conclusion reached.