**Employee Grievance Policy Template**

**[Company Name]**

This Employee Grievance Policy (“Policy”) is designed to provide clear guidelines on the company’s process of receiving, handling, and resolving employee grievances. Its purpose is to provide consistent, standardized criteria to guide the company’s employee grievance process, align it with its culture and values, minimize bias, ensure fair treatment of all staff, and maintain legal compliance.

## 1. Scope of policy

This Policy applies to all employees, including permanent, temporary, full-time, part-time, contract, and freelance staff. It covers grievances related to working conditions, treatment by co-workers and managers, company practices, and other work-related issues.

## 2. Definitions

Key terms relevant to the Policy — “grievance”, “retaliation”, and “grievance procedure” — are defined as follows:

* **Grievance:** A formal complaint raised by an employee about workplace issues such as discrimination, bullying, harassment, unfair treatment, or safety concerns.
* **Retaliation:** Adverse action taken against an employee for filing a grievance or participating in an investigation.
* **Grievance procedure:** The steps HR takes to submit, receive, review, investigate, and resolve a grievance.

## 3. Grievance form

Employees who wish to file a grievance should complete the company’s official grievance form, available via [link to form on company/HR intranet or other relevant platform], then submit it to their line manager and HR.

## 4. Grievance procedure

The company’s grievance procedure comprises the following steps:

* **Step 1: Submission —** The complainant completes and submits the grievance form.
* **Step 2: Acknowledgement —** HR and/or the complainant’s manager will acknowledge receipt of the form within three working days.
* **Step 3: Investigation —** HR will investigate the grievance thoroughly. This may include speaking to relevant parties, or requesting more information from the complainant.
* **Step 4: Outcome —** HR will provide the complainant with a written response on the outcome of their investigation within 10 to 14 working days, depending on the complexity of the case.
* **Step 5: Appeal —** If the complainant is dissatisfied with the investigation’s outcome, they may appeal it within five working days. HR will respond in 10 working days to detail the final outcome.

## 5. Responsibilities

In the employee grievance process, different parties have specific responsibilities, as laid out below:

**HR**

* Oversee the grievance procedure from start to finish
* Ensure compliance and accurate recordkeeping throughout the process
* Provide sufficient, unbiased guidance to both employees and managers.

**Employees**

* Raise concerns promptly through the official channel (grievance form completed and submitted to HR)
* Cooperate with HR honestly and respectfully by providing truthful, accurate information.

**Managers**

* Treat all grievances seriously and fairly
* Assure employees of confidentiality, and maintain it throughout the process
* Adhere to the process laid out in this policy closely and consistently.

## 6. Timelines and escalation

|  |  |
| --- | --- |
| **Action** | **Timeline** |
| **Acknowledgment of grievance** | Within three working days |
| **Completion of investigation** | 10 to 14 working days |
| **Submission of appeal (if applicable)** | Within five working days of the investigation’s completion |
| **Outcome of appeal (if applicable)** | Within 10 working days |

## 7. FAQ

1. **Can I try to resolve a grievance informally before deciding to do so formally?**

Yes. Employees are encouraged to resolve issues informally with their manager and any other involved parties where appropriate.

1. **Can I bring someone to a grievance meeting?**

Yes. You may bring a colleague or manager to any formal meeting for support or representation.

1. **Will my grievance be kept confidential?**

Yes. All matters will be handled confidentially, and in line with company policy.

Logo

Description automatically generated with medium confidence

Logo

Description automatically generated with medium confidence

[A screenshot of a cellphone

Description automatically generated](https://www.aihr.com/platform/?utm_source=resource&utm_medium=resource&utm_campaign=templates&utm_content=templates)