**APPENDIX A**

**INFORMAL GRIEVANCE RESOLUTION**

This form should be completed when an attempt to resolve an employee’s grievance and dispute has been undertaken informally. It should be used to record the details of the discussion and the actions taken to remedy the grievance. If it has not been possible to resolve the grievance details of what has been explored and reason for this not being satisfactory should be recorded. A copy should be kept on the employee’s personal file and a copy given to the individual. The information on this form should be an accurate reflection of the discussion that took place.

|  |  |
| --- | --- |
| **Employee’s Name** |  |
| **Job Title** |  |
| **Department/Ward** |  |
| **Manager’s Name** |  |
| **Date of Discussion** |  |

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| --- |
| **Issue:**  Brief description of the nature of the issue. |

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| --- |
| **Discussion:** |

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| --- |
| **Outcome and Actions:** |

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| --- |
| **Employee’s Comments:** |

|  |  |
| --- | --- |
| **Review Date:**  **If necessary** |  |

**Signed**

**Manager: Date:**

**Employee: Date:**

**A copy of this informal action note should be placed on the Employee’s personal file. Please use the following page for any Review.**

**Review**

A review of the informal resolution should be undertaken at the employee’s next supervision. The review should focus on how the resolution is working and if there are any changes needed to the agreed resolution for it to work effectively in practice.

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| --- |
| **Discussion:** |

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| --- |
| **Outcome and Actions:** |

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| --- |
| **Employee’s Comments:** |

If changes have been made to the initial resolution you may wish to review at the next supervision. Please use another form if this is required.

|  |  |
| --- | --- |
| **Review Date:**  **If necessary** |  |

**Signed**

**Manager: Date:**

**Employee: Date:**