Complaint/Grievance Flow chart

Grievance/Issue has arisen in the workplace

Grievance/Issue falls within scope of the policy/procedure document

Select grievance resolution option

Informal Resolution
i.   discuss grievance with other party
ii.   Request manager/supervisor to reach Resolution Agreement or Resolution Decision

Formal Resolution
Written grievance lodged with:
i.   Manager/supervisor for:
      • Assistance to resolution Agreement or Resolution Decision;
ii.   Formal investigation of complaint – External Investigation party engaged.
iii. Investigation of complaint

Grievance resolved

Grievance not resolved or Complainant/Respondent not satisfied with Resolution Decision

Lodge Formal Resolution

I.   Allegations substantiated or not substantiated.
II.   Formal communication to advise of the outcome of the complaint