

GRIEVANCE INVESTIGATION PLANNER

GRIEVANCE MADE BY:	INVESTIGATING MANAGER:
JOB TITLE:	DATE:
PART ONE: UNDERSTAND THE ALLEGATIONS	
<p>Specifically, what are the allegations? <i>Break the grievance down and organise it into themes and specific allegations e.g. unlawful deduction of wages, race discrimination, bullying.</i></p>	
<p>Who does the grievance allege is at fault? <i>Detail who is being accused of what in the grievance.</i></p>	
<p>Who has been named in the grievance? <i>List names and job titles, indicating where any are former employees.</i></p>	
<p>What are the key events referred to in the grievance? <i>Highlight where you have actual dates and the order of events (or where you need to check). Plot these on a calendar so that you can refer efficiently to the sequence and timescales.</i></p>	
<p>What data/information has been referred to in the grievance? <i>List the various pieces of data that you may need to gather e.g. emails, minutes of meetings, messages, payslips.</i></p>	
<p>What does the employee seek as a resolution to their grievance? <i>Detail what the employee has stated or implied as their preferred outcome.</i></p>	

PART TWO: IDENTIFY ANY GAPS

What information is missing?

Where names, dates or data is missing or unclear, list what you will need to check or find to fully understand the grievance.

What assumptions are being made?

Consider if the grievance is making any assumptions that will need to be checked e.g. 'She didn't reply because she was ignoring my email...' or 'He said that because he knew...'

PART THREE: PLAN YOUR INVESTIGATION

How will you protect the investigation?

Do you need to suspend any employees to protect the integrity of the investigation? Do you need to block access to protect data? Do you need to prevent deletion of relevant data?

Who do you need to take statements from?

Who will you need to take statements from or interview and what is the logical sequence so that your investigation is efficient?

What evidence do you need to obtain?

This may be information referenced in the grievance but also other data that will corroborate the allegations.

PART FOUR: PREPARING YOUR QUESTIONS

For each person that you will need to take statements from, review the grievance and data gathered and prepare a list of questions. These questions should relate to each of the relevant allegations made.

PART FIVE: CREATE YOUR ACTION PLAN

List the sequence of activities that will help you to make progress quickly and efficiently in investigating the grievance thoroughly.