



Grievance Meeting Checklist for Grievance Manager

Document name	Grievance Meeting Checklist for Grievance Manager
Responsible Team	Human Resources
First approved	June 2025
Last updated	This guidance was first approved in June 2025 and came into effect in August 2025
Version number	V1.0

1. Purpose

This checklist is an associated document of the [Grievance Procedure](#) and is designed to help Grievance Managers prepare for a grievance meeting. It should be read alongside the procedure and is not exhaustive.

Grievances can be difficult for individuals to raise and discuss. A Reporting Party may feel anxious, vulnerable, or uncertain about the process. As a Grievance Manager, your approach can make a significant difference in helping them feel heard and supported. Creating a respectful, open, and impartial environment will help ensure a fair and constructive conversation.

2. Before the meeting consider:

- **Attempt at informal resolution:** Has informal resolution been attempted? What was the outcome? If not, does the Reporting Party want the matter to be addressed formally under the Grievance process?
- **Meeting environment:** Is the meeting being held in a private, comfortable setting, away from potential disruptions?
- **Understanding the grievance:** Do you fully understand the details surrounding the grievance?
- **Preparation of questions:** Think of any questions you would like to ask before the grievance meeting. Remember, the grievance meeting is not an investigation, but asking questions to gather more information may help inform your outcome decision.
- **Reasonable Adjustments:** Have any reasonable adjustments been requested? If so, ensure these are provided. If you are unsure whether you can accommodate any adjustments, please contact the [HR Employment Relations Team](#) for further support.

3. During the meeting consider:

- **Seating arrangements:** Ensure seating is arranged to promote a non-confrontational atmosphere.

- **Introduction and purpose:** Provide introductions and outline the purpose of the meeting.

Allow the reporting party or their representative to speak: The reporting party or their representative should be given the opportunity to explain the details of the grievance, including the desired resolution. Representatives can provide support and assist in presenting the grievance; however, the Reporting Party will be expected to respond directly to any questions where appropriate.

- **Scope for informal resolution:** Explore if there is any scope for an informal resolution.
- **Impartiality:** Remain impartial and approach the meeting with an open mind. Avoid showing bias or preconceived notions.

4. After the meeting you consider:

- **Comprehensive understanding:** ensure you have a thorough understanding of the facts surrounding the grievance.
- **Decision or investigation:** Determine whether you can make a decision or if an investigation is required.
- **Follow up actions:** Ensure any agreed actions are implemented and continue to monitor the situation to address any ongoing issues.