

# Grievance Outcome

**i** Confirm the outcome of the grievance in writing without unreasonable delay. Explain your decision, any action to be taken, and the right to appeal.

[Date]

## PRIVATE & CONFIDENTIAL

[Employee full name]

[Address line 1]

[Postcode]

Dear [Employee first name],

I am writing to confirm the outcome of the grievance meeting held on [date] to discuss your grievance about [brief summary of the grievance].

## Findings

**i** Summarise each concern the employee raised and what you found after looking into it.

[Concern 1] — [what you found and your conclusion].

[Concern 2] — [what you found and your conclusion].

## Decision

Having carefully considered everything, I have decided that your grievance is [upheld / partly upheld / not upheld]. The reasons for this decision are: [set out your reasons clearly].

## Action to be taken

|                    |                                |
|--------------------|--------------------------------|
| <b>Action</b>      | [What will happen as a result] |
| <b>Responsible</b> | [Who will action it]           |
| <b>Timescale</b>   | [By when]                      |

I hope this resolves the matter. If there is anything you would like to discuss, please do get in touch.

## Your right to appeal

If you feel your grievance has not been resolved satisfactorily, you have the right to appeal. Please write to [name, job title] within [e.g. 5] working days of receiving this letter, setting out the grounds of your appeal. You will then be invited to an appeal meeting, at which you again have the right to be accompanied.

Yours sincerely,



## ACAS-ALIGNED TEMPLATE • GRIEVANCE

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**[Name]**

[Job title]

[Company / Store name]

**i** *Make sure any appeal is heard, where possible, by someone who was not involved in the original decision.*