Raising a grievance

Turn a workplace concern into a clear, practical request.

1 Choose your route

Check the grievance policy and consider an informal conversation if appropriate and safe. For serious or unresolved concerns, write to the person named in the policy. If that person is involved, ask about an alternative recipient.

2 Write a focused complaint

Explain what happened, when, who was involved and how it affected you. Separate facts, supporting evidence and your interpretation. Include relevant documents and the outcome sought: for example investigation, corrected pay, an adjustment or a change in working arrangements.

3 Follow through

Prepare for the meeting and ask about a companion where the statutory right applies. Request a written outcome and use the appeal process if necessary. Keep a chronology of your complaint and any subsequent treatment. Do not secretly circulate colleagues' sensitive information.

Remember
A grievance does not pause a tribunal time limit. If discrimination, dismissal or pay rights may be involved, check deadlines while the internal process continues.

Protect your deadline. Internal procedures and Centre enquiries do not pause tribunal time limits. Rules depend on the event date and claim. Check current Acas guidance promptly; some urgent claims have much shorter limits.

Acas: grievance procedure

Acas: tribunal deadlines

Acas: current tribunal time limits