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**How to manage a grievance informally**

Wherever possible, staff are encouraged to raise issues relating to issues with their work informally with their manager in the first instance. Where issues cannot be resolved informally, a formal grievance can be raised in accordance with the University Grievance Procedure.

Each situation will vary depending on its circumstances, but managers may want to consider the following:

* Holding an informal and confidential meeting with the member of staff to ensure that they fully understand their concerns.
* Allow time for the member of staff to provide any relevant evidence or information relating to these concerns, and discuss the impact that they are having.
* Explore possible ways that the issue can be addressed, and what the individual is seeking in terms of a resolution.
* It may be necessary to consider the issue, undertake some informal investigations or take advice from HR before confirming any outcomes or options for the member of staff.
* If you consider that any changes or actions need to be made in relation to the concern, communicate these to the member of staff and take the relevant actions to implement them.
* Following discussions, check with the individual if they feel that their concerns have been addressed.

Always take notes on the discussions and any agreements and actions.

Ensure that the individual is aware of all options for resolving their concerns. This may include formal procedures, such as the Grievance Procedure or Dignity at Work Procedure, but can also include mediation through the University mediation service or relevant support such as the counseling service.

Where any action is to be taken in response to an informal grievance, confirm this in writing. It may also be appropriate to agree a follow up meeting to review the situation.