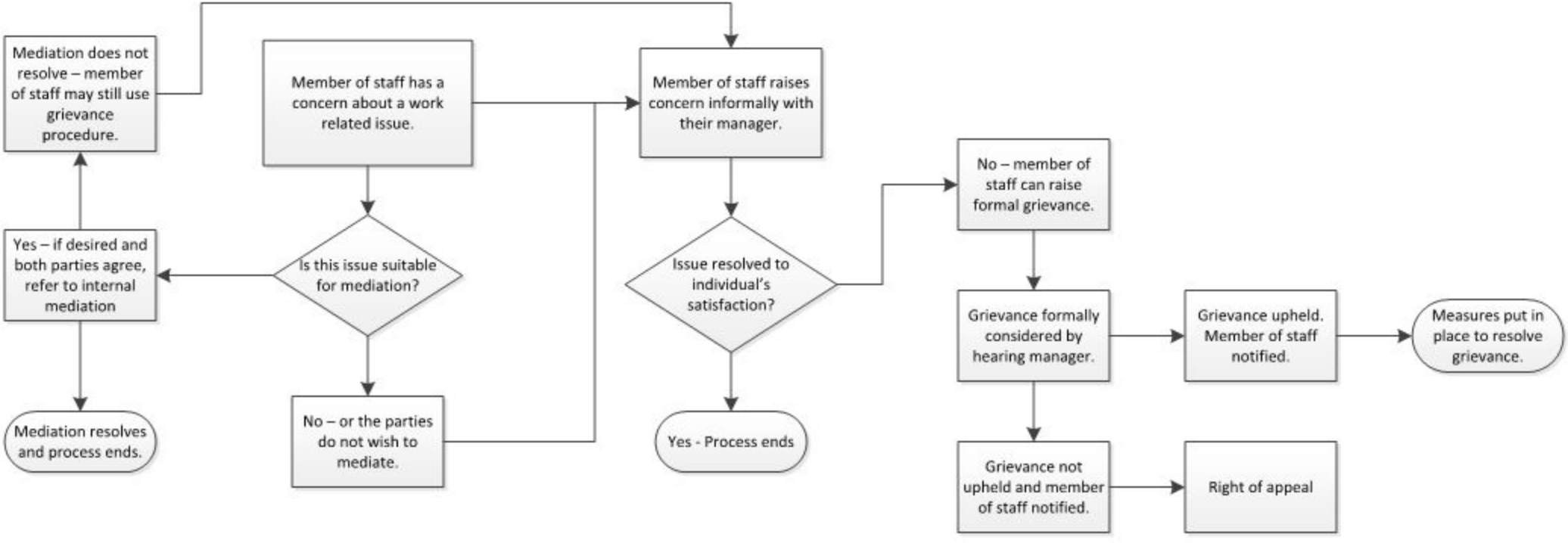
Mediation does not resolve – member of staff may still use grievance procedure.
Member of staff has a concern about a work related issue.
Member of staff raises concern informally with their manager.
No – member of staff can raise formal grievance.
Yes – if desired and both parties agree, refer to internal mediation
Is this issue suitable for mediation?
Issue resolved to individual's satisfaction?
Grievance formally considered by hearing manager.
Grievance upheld. Member of staff notified.
Measures put in place to resolve grievance.
Mediation resolves and process ends.
No – or the parties do not wish to mediate.
Yes - Process ends
Grievance not upheld and member of staff notified.
Right of appeal