

COURSE OVERVIEW

Dealing with a Grievance

TIMD-101



01892 535 550

www.timelyintervention.co.uk
til@timelyintervention.co.uk

This course shows you how to recognise a grievance early, even when nobody calls it one, and how to run a fair process in line with current law and the guidance changing between now and January 2027.

You'll learn when to try informal resolution and when not to, how to handle a formal process from acknowledgement through investigation, hearing, decision and appeal, how to protect everyone involved, and how to keep records you can stand behind.

Module 1: What is a Grievance

A grievance is any concern, problem, or complaint an employee raises about their work or how they are treated.

- What is a grievance
- The types of concerns
- How a concern can be received

Module 2: The Legal Framework

Dealing with a grievance doesn't require you to be a lawyer, but you do need to understand the laws and rules that govern it.

- The ACAS Code and the draft update
- What employees are entitled to
- Equality law
- What is changing from 2026 to 2027
- Whistleblowing

Module 3: The informal approach

A quick, informal chat helps you understand what's really going on, clear up misunderstandings, and give support before things escalate.

- Why does the informal approach come first
- How to run the conversation
- Mediation
- When someone does not want to take it further

Module 4: The formal process

Sometimes the informal route isn't right, or it simply hasn't worked. When that happens, you need to move to a clear, fair, formal process.

- The journey from complaint to close
- Acknowledge and scope
- Investigating
- The hearing and adjustment
- Outcome and appeal
- Spotting unfair steps

Module 5: Protecting everyone

A fair process protects the person who complained, the person complained about, and the organisation.

- Confidentiality
- Victimisation
- Third-party harassment
- Suspension and support
- Resignation and constructive dismissal

Module 6: Record and Review

Good records protect the employee, the person complained about, and the organisation.

- What to record
- Data Protection
- Spotting Patterns
- When to get legal advice

Suitable for:

Business Owners, Directors, Managers and HR Professionals.

Skills achieved:

- People Skills (Basic)
- Grievance management (Advanced)

Related Resources:

- Gross Misconduct Assessment
- Disciplinary Penalty Process Audit
- Misconduct Reliability Checklist
- Covert Surveillance Justification Checklist
- Disciplinary Hearing Planning Checklist
- Disciplinary Penalty Checklist
- Misconduct Guidance for HR
- Conducting a Disciplinary Hearing Checklist
- Whistleblower Checklist
- Potential Misconduct Incident

Benefits:

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

Estimated Time:

55 Minutes

Related Courses:

- Anti-Bullying and Harassment
- Disability Awareness
- Effective Feedback
- Effective Interpersonal Skills