

## **Manager Briefing for Handling Grievances**

### Avoiding Delay

Whether formal or informal, when an employee raised a grievance it is important to deal with it promptly. This does not mean hastily but you should tackle it without delay, commencing with any relevant investigations and setting up a meeting with the employee. Undue delay is likely to make matters worse:

- The employee becomes more anxious.
- Resentment builds up.
- Already feeling negative, the employee's performance is likely to deteriorate affecting performance and productivity.
- Working relationships are disrupted.
- Other members of staff may become demotivated.
- Investigations are hampered as details are forgotten by witnesses and relevant information is discarded or lost