# **Handling grievances – an overview**

**Always follow the University’s** [**grievance procedure**](https://www.dundee.ac.uk/corporate-information/grievance-procedure)**.   
Contact your HR Business Partner for advice and guidance if necessary.**

Deal with appeals impartially: to be heard by individuals who have not previously been involved.

Resolve grievances informally – often a quiet word is all that is needed

Use the grievance procedure when it is not possible or appropriate to resolve the matter informally

* It may be helpful to consider mediation at any point in a dispute
* Train managers and staff representatives to handle grievances effectively
* Member of staff to let the University (the manager) know the grievance in writing
* Meeting to discuss the grievance
* Allow member of staff to be accompanied at the meeting
* Decide on appropriate action
* Allow the member of staff to appeal if not satisfied

Deal with appeal impartially; to be heard by individuals who have not previously been involved.