

Employee Grievance

HR support service for dealing with any employee grievance issue

You can be the best employer in the world but you'll never please all the people all of the time. There are simply going to be times when you have to make unpopular decisions or something happens in the workplace that is beyond your control and the result is a disgruntled employee who raises a grievance.

Dealing with an employee grievance can be very challenging for a small business. Finding someone to hear the grievance who isn't involved in the situation can be difficult and knowing what solutions you can suggest can also be problematic.

Emotions can be running high and it's important to find a way forward to ensure that the grievance doesn't start to have a widespread negative impact on your business.

Dealing with employee grievances is very process driven. There are key steps that you need to go through and you need to decide whether the grievance is justified or not.

If you find it is not justified, you need to think about how you deal with the employee and get them to move on from the issue. If you find it is justified, you need to think about what you need to do to remedy the situation. This is where our grievance management service can help.

If you're just looking for guidance, then we can conduct a telephone consultation and provide you with scripts and other supporting documentation. We can also attend meetings with you if you'd like an independent witness or just some moral support!

If you'd like to hand the matter over to us then we'll come on-site to meet the parties involved, conduct any investigation necessary and then provide you with a report of our findings and recommendations. This can be particularly useful if the employee grievance relates in some way to the individual who would normally deal with these matters.

As a first step, we'll ask you to complete a questionnaire that gives us some basic information about the situation you're dealing with and what events have happened to date. We'll then arrange an initial telephone consultation with you to discuss the situation in more detail and the level of support you require.

We can support you in dealing with any employee grievance you have within your business. We can either guide you through the grievance process or you can hand the entire grievance over to us and we'll investigate and hear the matter on your behalf.

Our Employee Grievance service provides you with:

- *Support from an HR professional who's dealt with all types of employee grievances before.*
- *Confidence you are following sound legal process, removing the emotion and focusing on the facts.*
- *A practical approach to address your employee issues.*
- *The work can be performed either onsite, offsite (by phone and email) or a bit of both.*

What does it cost?

Our services are from:

- £105 per hour for offsite support (phone and email)
- £135 per hour for onsite work

All prices exclude VAT

We'll speak with you to understand the situation you are looking to manage and the level of support you require. We'll then give you an estimate of the number of hours we expect the matter to take.

Of course, it's always difficult to be completely accurate as you never know what's going to happen when people are involved. We will agree any work before it is performed and keep you updated on the costs as they accrue.



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