



The Scottish Parliament  
Pàrlamaid na h-Alba

# Grievance Guidance for staff against whom a complaint has been made

Stiùireadh air Cùisean-gearain do  
Luchd-obrach mun deach Gearan a  
thogail

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## Grievance Guidance for staff against whom a complaint has been made

If a grievance has been raised against you, for example, in relation to an action you have taken which has resulted in difficulties in your working relationship, it is natural that you may feel upset and defensive. It is important that you remain calm and act in a fair and reasonable manner. This should assist an effective and early resolution of the issue and minimise personal stress. If the colleague approaches you on an informal basis to discuss their concern, you should seek to reach an understanding of their complaint and consider ways in which you can work with him or her to resolve matters.

Your colleague may decide not approach you directly, but to refer the matter on an informal basis to a line manager or he or she may decide to proceed directly to the formal stage of the grievance procedure.

The manager handling the grievance will wish to speak to you in order to gain your view on the matter. The manager may suggest options for resolution to you and you may also wish to put forward ideas you have for addressing the concern raised. For example, you may be invited to participate in a tri-partite discussion facilitated by the manager. It is in your own best interests to be open to any such suggestions since such steps can aid early resolution of the issue and help preserve working relationships.

You might also find it helpful to consider the circumstances relating to the complaint from your perspective and make any notes of key points you wish to make as an aide-memoire and for you to make your own suggestions as to how things may be resolved. Try to see the matter from the complainant's perspective. If on reflection, you consider that you may have acted inappropriately, be ready to apologise and sort the matter out.

You will be kept informed of the progress of the grievance, its outcome and the reason for the particular outcome. The manager hearing the grievance will come to a decision without any undue delay.

If you require any procedural advice or have any concerns regarding the process, you can contact the Human Resources Office or your trade union representative. Support is also available through the SPCB's Confidential Counselling and Information Service.

You can also seek support from your trade union representative or a work colleague. **A record of the complaint will only be kept on your file if the grievance is upheld and disciplinary action is taken.**

# **Grievance Guidance for staff against whom a complaint has been made (English only)**

***For further information contact:***

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An abstract graphic at the bottom of the page consists of several overlapping geometric shapes. There are two large purple shapes, one in the lower-left and one in the center. A large orange shape is in the lower-right. A light blue outline of a complex polygon is overlaid on the purple shapes, extending towards the top-right corner.