**Informal grievance: Complainant**

**Letter 3 Scheduling conciliation/mediation meeting with all parties**

D20/

**CONFIDENTIAL**

«Title» «FirstName» «LastName»

«Address1»

«City» WA «PostalCode»

Dear «Title»«LastName»

I am writing in relation to your informal grievance lodged on «Date» regarding «issue/s» / «Name of respondent», «Position», «Work location».

I have considered the information and viewpoints of parties to this grievance.

To progress the resolution of this matter, I invite you to attend a conciliation/mediation discussion, the aim of which is to reach a Resolution Agreement. I/«insert name» will be facilitating this conciliation/mediation.

Informal resolution provides a forum where:

* issues and concerns can be raised and promptly addressed with minimal formalities;
* parties can gain an understanding of each other’s perspective;
* issues can be addressed before they escalate;
* employees can reach agreement, where possible, to resolve the issues; and
* actions to prevent and resolve future concerns can be established.

A copy of the Resolution Agreement will be provided to all parties.

If a Resolution Agreement cannot be reached, I will determine a Resolution Decision based on the information gathered, consisting of outcomes that I consider will resolve the matter and prevent future occurrences.

I look forward to both parties demonstrating a willingness to consider different perspectives and a genuine commitment to resolve this matter.

Yours sincerely

«Name»

«Position»

«Date»