

Appendix E: Grievance Framework Generic Template Letters

The letters assist principals and line managers to communicate key aspects of the grievance resolution process when managing staff grievances. The suggested text in the letters can be altered, or new letters developed, to suit each grievance.

A guide to managing informal (Appendix C) and formal (Appendix D) grievance processes is available in the Grievance Framework.

Informal grievance process: Complainants

- [01 Advising informal grievance received](#)
- [02 Advising of meeting with principal or line manager](#)
- [03 Scheduling conciliation/mediation meeting with all parties](#)
- [04 Notification of Resolution Agreement](#)
- [05 Notification of Resolution Decision](#)
- [06 Advising of delay in process](#)
- [07 Providing progress update](#)

Informal grievance process: Respondents

- [08 Advising informal grievance received, future meeting to discuss grievance](#)
- [09 Advising of meeting with principal or line manager](#)
- [10 Scheduling conciliation/mediation meeting with all parties](#)
- [11 Notification of Resolution Agreement](#)
- [12 Notification of Resolution Decision](#)
- [13 Advising of delay in process](#)
- [14 Providing progress update](#)

Formal grievance process: Complainants

- [15 Advising formal grievance received, future interview to discuss grievance](#)
- [16 Scheduling interview](#)
- [17 Advising of findings of formal assessment and outcome](#)
- [18 Advising of delay in process](#)
- [19 Providing progress update](#)
- [20 Grievance referred to Standards and Integrity Directorate](#)
- [21 Response received from Standards and Integrity Directorate](#)
- [22 Scheduling mediation with external provider](#)
- [23 Outcome of mediation](#)

Formal grievance process: Respondents

- [24 Advising formal grievance received, interview or written response to grievance required](#)
- [25 Scheduling interview](#)
- [26 Advising of findings of formal assessment and outcome](#)
- [27 Advising of delay in process](#)
- [28 Providing progress update](#)
- [29 Grievance referred to Standards and Integrity Directorate](#)
- [30 Response received from Standards and Integrity Directorate](#)
- [31 Scheduling mediation with external provider](#)
- [32 Outcome of mediation](#)

Interviewees

- [33 Scheduling interview](#)