**Informal grievance: Complainant**

### Letter 1 ****Informal grievance received****

D20/

**CONFIDENTIAL**

«Title» «FirstName» «LastName»

«Address1»

«City» WA «PostalCode»

Dear «Title»«LastName»

I am writing to confirm I received your informal grievance lodged on «Date» regarding «issue/s».

I will be in contact shortly to arrange a meeting with you to discuss the issues raised in your grievance. You may bring a support person, whose role is as an observer, to this meeting.

Please maintain confidentiality by only discussing this matter with persons involved in managing the resolution of this grievance, as required by the [*Grievance Framework*](http://www.det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/guidelines/grievance-framework.en?cat-id=3457094). This does not prevent you from discussing this matter with a support person, counsellor or from seeking advice from your union or other parties.

For your information I have attached «[*Grievance Framework*](http://www.det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/guidelines/grievance-framework.en?cat-id=3457094)/relevant Policy/document/».

If you wish to access the Department’s confidential counselling services, I encourage you to contact the [Employee Assistance Program](https://ikon.education.wa.edu.au/-/access-the-employee-assistance-program) provider on 1300 307 912. Staff, their partners and dependent children under 25 years of age are entitled to six free sessions annually. Appointments are available face-to-face, via telephone or skype.

Thank you for bringing this matter to my attention.

Yours sincerely

«Name»

«Position»

«Date»