**Formal grievance: Complainant**

### Letter 15 Formal grievance received, future interview

D20/

**CONFIDENTIAL**

«Title»

«Address1»

«City» WA

Dear «Title»

I am writing to confirm I received your formal grievance lodged on «Date» regarding «issue/s» /«Name of respondent», «Position», «Work location».

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

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 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.

I have appointed «Title» «Name of officer», «Position» to assist with this grievance. Please do not hesitate to contact «Title» «Name of officer» on «Phone number» if you have any queries.

Thank you for bringing this matter to my attention.

Yours sincerely

«Name»

«Position»

«Date»