



What to Do If You Want to Raise a Grievance

Turn a workplace concern into a clear, factual request for resolution.

For care workers in England, Scotland and Wales. Northern Ireland has separate employment rules: contact the Labour Relations Agency. General information, not individual legal advice. Rights depend on employment status, contract and circumstances. No assessment or certificate.

What to do now

Read the grievance policy and identify the right recipient. An informal discussion may resolve a problem, but serious concerns or an unsuccessful informal attempt may need a formal grievance. State what happened, why it concerns you and what practical outcome you are asking the employer to consider.

What to ask

Ask for acknowledgment, the next step, expected timescale and meeting arrangements. Ask about accompaniment at the grievance meeting and any adjustments you need. If the complaint concerns your manager, ask who can handle it impartially. Confidentiality has limits where others need information to investigate.

What to record

Prepare a short chronology with relevant documents and names of possible witnesses. Separate facts, impact and requested remedy. Keep a copy of the grievance and meeting notes. Ask for the outcome and appeal arrangements in writing, and record follow-up action agreed.

What to avoid

Avoid a long list of unsupported accusations or demands for a guaranteed punishment. Do not circulate the grievance across the workforce. Do not assume submitting it stops legal time limits. Immediate safeguarding concerns should be reported urgently, not left waiting in a grievance queue.

Words you can adapt

I am raising a formal grievance about [issue]. The key events are [dates and facts]. I have tried [steps, if any]. This has affected [impact]. I would like [practical outcome] considered. Please acknowledge this and confirm the procedure, meeting and support arrangements.

Where to get help

Acas and your union can help you understand the process. An employment adviser can assess potential legal claims separately. Check deadlines promptly; a grievance or appeal does not extend a tribunal time limit. If dissatisfied with the outcome, explain specific appeal grounds using the employer procedure.

Your next steps

- Identify the recipient.
- Set out facts and desired outcome.
- Keep the acknowledgment and meeting record.
- Check appeal and legal deadlines.

Sources and further help

[Acas: Formal grievance procedure](#)

[Acas: Employment tribunal time limits](#)

[Northern Ireland: Labour Relations Agency](#)

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