



*fusionHR*  
IT'S A PEOPLE THING



## Managing Grievances

### Understand obligations and procedures for managing grievances

#### Target Audience

Senior and Middle Leaders

#### Course Details

Staff complaints must follow a clear procedure for grievances, in order to provide a clear and transparent framework for dealing with any difficulties that may arise within the working relationship from the employee's perspective.

This session will explain why formal procedures are necessary in order to ensure that everybody is treated the same and issues are explored fairly and reasonably, and to ensure that employers are following relevant best practice and are compliant with current legislation.

Most importantly, employers must be able to demonstrate to an employment tribunal that an appropriate process was followed, should an employee (or union advisory) decide that further action should be taken.

#### Cost

SLA Clients: £95 + VAT per person  
Non-SLA Clients: £120 + VAT per person

#### How to Book

Call 01924 827869 or go online to [www.fusionbusiness.org.uk](http://www.fusionbusiness.org.uk) to book.

[enquiries@fusionbusiness.org.uk](mailto:enquiries@fusionbusiness.org.uk)  
[www.fusionbusiness.org.uk](http://www.fusionbusiness.org.uk)  
01924 827869

## Half-day Workshop

**Date:** TBC

**Time:** 8.30am registration  
9am – 12noon

**Venue:** Fusion Offices, East Ardsley

### Speaker Profile

FusionHR have over 60 years' combined experience in providing HR services to businesses and education, allowing them to apply relevant examples and advice in training situations. As certified power presenters the workshop will be informative and interactive.